NEC

Installation Guide (Windows)

Express5800 Series

Express Report Service / Express Report Service (HTTPS)

Express Report Service

Chapter 1 General Description

Chapter 2 Installation

Chapter 3 Uninstallation

Chapter 4 Appendix

Express Report Service (HTTPS)

Chapter 1 General Description

Chapter 2 Installation

Chapter 3 Uninstallation

Chapter 4 Appendix

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Notations Used in This Document

Notations used in the text

In addition to safety-related symbols urging caution, 3 other types of notations are used in this document. These notations have the following meanings.

Important	Indicates critical items that must be followed when handling the operating software.
Note	Indicates items that must be confirmed when handling the operating software.
Tips	Indicates information that is helpful to keep in mind.

Abbreviations of Operating Systems

Windows Operating Systems (OS) are referred to as follows.

Notations in this document	Official names of Windows
Windows Server 2012 R2	Widnows Server 2012 R2 Standard
	Widnows Server 2012 R2 Datacenter
Windows Server 2012	Widnows Server 2012 Standard
	Widnows Server 2012 Datacenter
Windows Server 2008 R2	Windows Server 2008 R2 Standard
	Windows Server 2008 R2 Enterprise
	Windows Server 2008 R2 Datacenter
Windows Server 2008	Windows Server 2008 Standard
	Windows Server 2008 Enterprise
	Windows Server 2008 Datacenter
	Windows Server 2008 Standard 32-bit
	Windows Server 2008 Enterprise 32-bit
	Windows Server 2008 Datacenter 32-bit
Windows 8.1	Windows 8.1 Pro 64-bit Edition
	Windows 8.1 Pro 32-bit Edition
Windows 8	Windows 8 Pro 64-bit Edition
	Windows 8 Pro 32-bit Edition
Windows 7	Windows 7 Professional 64-bit Edition
	Windows 7 Professional 32-bit Edition

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Latest editions

This document was created based on the information available at the time of its creation. The screen images, messages and procedures are subject to change without notice. Substitute as appropriate when content has been modified.

Express Report Service

1

General Description

This chapter explains Express Report Service.

1. Introduction

2. System Requirements

Describes about the need environment of Express Report Service.

1. Introduction

Read this document so as to gain an adequate understanding of the contents.
The contents in this document are intended for users who fully understand features and operations of OS related to this utility. If there is any unclear point, see Windows online help.

This section explains necessary setup procedure to introduce Express Report Service. Make sure to read through it before you use Express Report Service. Registration to Express Report Service allows you to report automatically to Support Center on failure information (includes preventive maintenance information), and that can be sent via E-mail or modem. This service permits you to detect system troubles in advance and to maintain the computer promptly in case of trouble.
Additionally, forwarding reports from several servers (NEC ESMPRO Agent or NEC ESMPRO ServerAgentService) to an NEC ESMPRO Manager, you can send Express Report via NEC ESMPRO Manager.

- The contract of hardware maintenance service for this computer or Express Report Service.
  For details of the contract, contact your dealer.

- When starting Express Report Service / Express Report Service (HTTPS).
  ″Opening Key File″, containing contract information, must be applied to the target server.
  ″Opening Key File″ is provided by Support Center upon our Opening preparation.
  Concerning file presentation and file application, we offer you two methods of delivery as follows:

  - Download via network
    If you sign up Express Report Service / Express Report Service (HTTPS) for NEC Support Pack entry site or Customer entry site, you can download the ″Opening Key File″ after our preparation is done, following after your application.

  - Opening CD (or Opening FD)
    If you sign up Express Report Service / Express Report Service (HTTPS) with an application form or a contract document enclosed with the product, we first look at your application.
    When our preparation of Opening is done, ″Opening CD (or Opening FD)″ with ″Opening Key File″ is sent from Support Center.
    Wait for a while after it follows a procedure for application.

2. System Requirements

Express Report Service requires the following hardware and software:

1) Hardware

- Memory 18.0 MB or more
- Free hard disk drive space 30.0 MB or more
- Modem (via Dial-up)

  In regard to support modem, contact Support Center for details.
- Mail Server (via Internet mail)

  SMTP is used as a protocol.

  POP before SMTP and SMTP Authentication (LOGIN, PLAIN, CRAM-MD5) Supported.

2) Software

- NEC ESMPRO Agent or NEC ESMPRO ServerAgentService in EXPRESSBUILDER, which is packed with the computer.
- NEC ESMPRO Agent or NEC ESMPRO ServerAgentService -supported OS

Express Report Service

2 Installation

This chapter explains installation of Express Report Service.

1. Installation

Describes about installation procedure of Express Report Service.

2. Setting Utility

Describes about setting of installed Express Report Service.

3. Report method setting

Describes about report method setting of installed Express Report Service.

4. To stop Express Report Service

Describes about end of Express Report Service.

I. Installation

Express Report Service must be installed after the installation of NEC ESMPRO Agent or NEC ESMPRO ServerAgentService **(Service Mode)**.

Tips

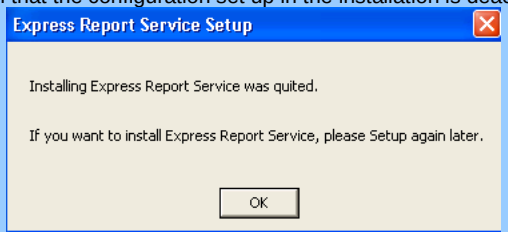
If NEC ESMPRO ServerAgentService **(Non-Service Mode)** cannot install Express Report Service. Install NEC ESMPRO ServerAgentService **(Service Mode)**.

Start installation after the system starts completely.

If installation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

Important

If [Exit] is clicked during installation, the following message appears. Click [OK] and wait until that the configuration set up in the installation is deactivated.


Express Report Service Setup
Installing Express Report Service was quited.
If you want to install Express Report Service, please Setup again later.
OK

1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.

2. Insert EXPRESSBUILDER into Optical disk drive.

   EXPRESSBUILDER Autorun Menu is automatically displayed by Autorun function.

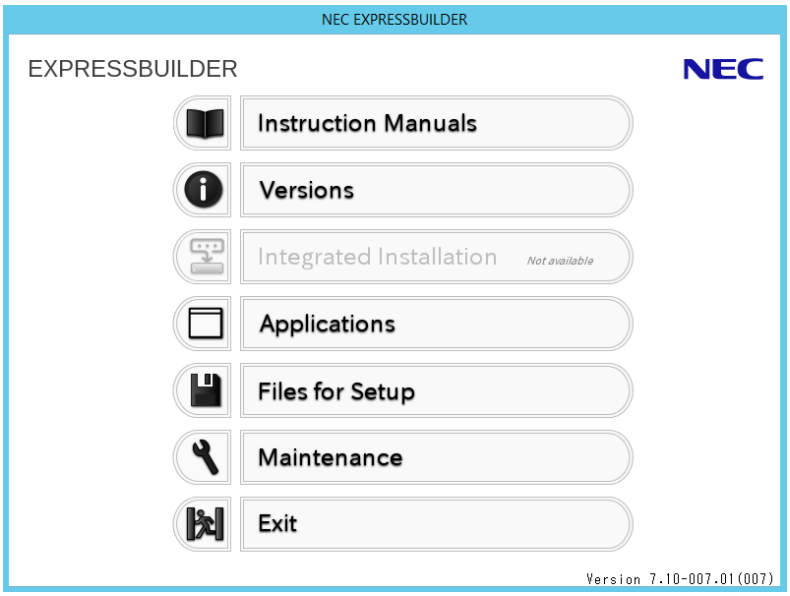
Tips

- If Autorun Menu does not launch, double-click ¥autorun¥dispatcher_x64.exe from EXPRESSBUILDER.(32bit : dispatcher.exe)
- On ServerCore environment, following the instructions in the "EXPRESSBUILDER Command Line Interface User's Guide", start the setup program. Name that support will be less.

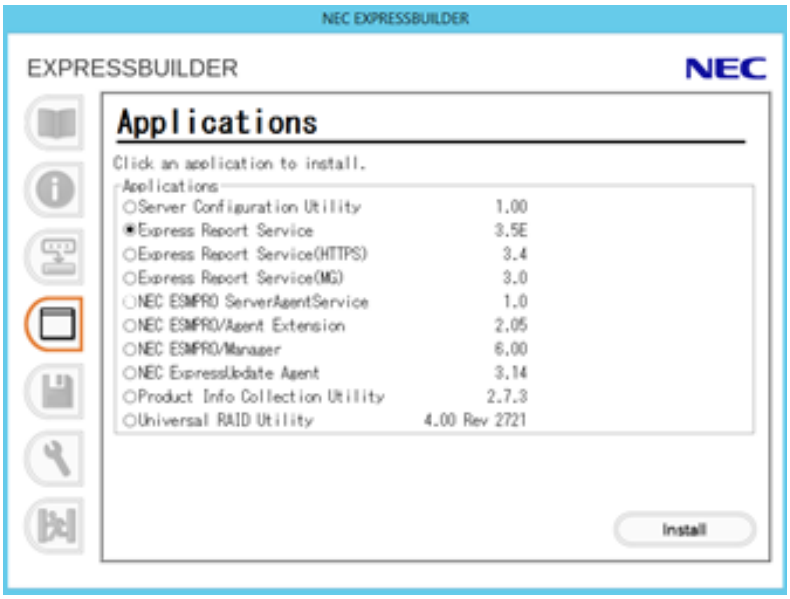
  "/modules/ESMPRO_AMEXP"

  After you start the setup program, follow the instructions in step 5 or later.

3. Click [Applications].

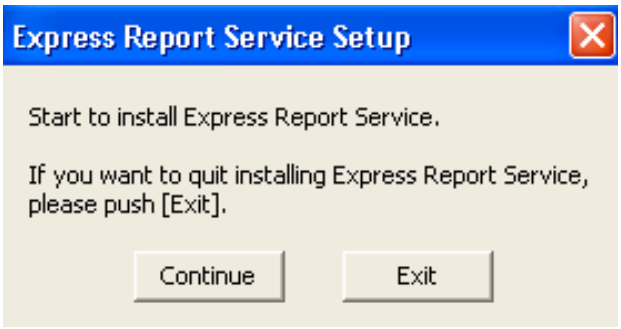


4. Click [Express Report Service] and then [Install].



The installer starts, and the following screen is displayed.

5. Click [Continue].


Express Report Service Setup
Start to install Express Report Service.
If you want to quit installing Express Report Service, please push [Exit].
Continue
Exit

6. When Express Report Service summary is displayed, click [Continue].

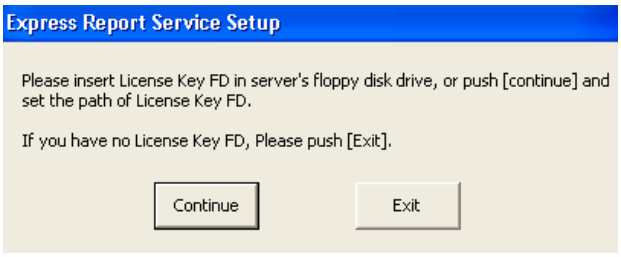
7. Select already contract and click [Continue].

Express Report Service Setup
This services needs contract. Are you contracted?
No, I don't contract this service.
Yes, I already contract this service.
Continue
Exit

If you have not signed a contract yet, select not contract and click [Continue] to stop the setup.

* For Report Opening CD, read [Report Opening FD] on the window as [Report Opening CD].

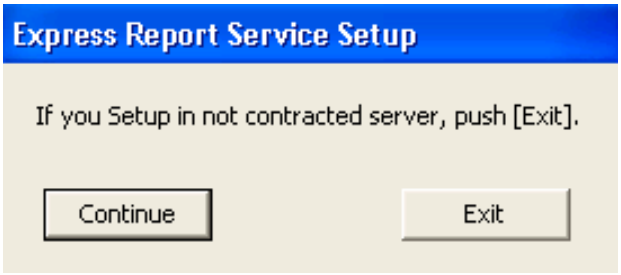
8. Setup Report Opening CD (or FD) in an appropriate drive and click [Continue].


Express Report Service Setup
Please insert License Key FD in server's floppy disk drive, or push [continue] and set the path of License Key FD.
If you have no License Key FD, Please push [Exit].
Continue
Exit

In case that Report Opening CD (or FD) has not arrived yet, click [Exit] and stop the setup. After receiving Report Opening CD (or FD), execute setup again. In the case of downloading and using ″Express Report Service Opening Key file ″, copy it into an arbitrary hard disk drive.

- If [Report Opening CD (or FD)] is used on the device other than contracted one, the following window is displayed.

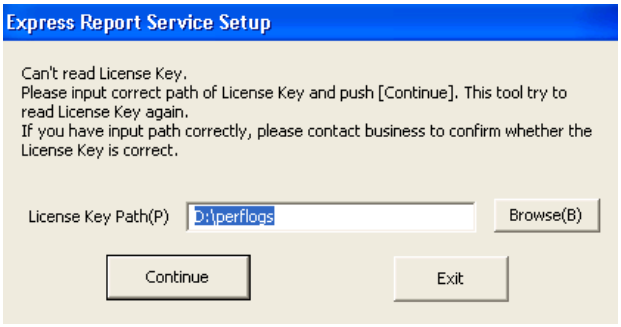
  * For Report Opening CD, read [Report Opening FD] on the window as [Report Opening CD].



If a proper [Report Opening CD (or FD)] is available, click [Exit] to stop the setup. When a proper [Report Opening CD (or FD)] become available, execute setup again. When the server name is changed after contract, click [Continue].

- In case of failure read-in of Report Opening CD (or FD), the following window is displayed.

  * For Report Opening CD, read [Report Opening FD] on the window as [Report Opening CD].


Express Report Service Setup
Can't read License Key.
Please input correct path of License Key and push [Continue]. This tool try to read License Key again.
If you have input path correctly, please contact business to confirm whether the License Key is correct.
License Key Path(P)
D:\perflogs
Browse(B)
Continue
Exit

This window is displayed due to following reasons.

- FD drive path in FD is different.
- Report Opening CD (or FD) is not set properly into the optical drive.
- The content of Report Opening CD (or FD) is wrong.

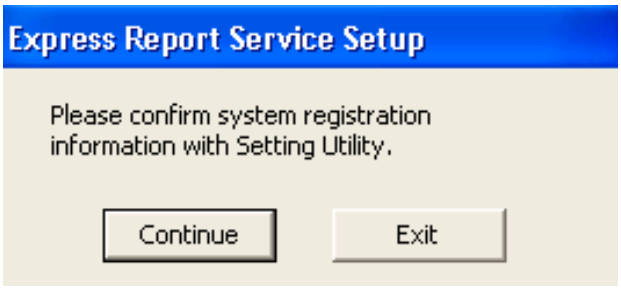
Eject [Report Opening CD (or FD)] and set it properly. Then specify the correct drive and click [Continue].

When the same window is still displayed, click [Exit] to stop the setup. Then contact Sales and Service office near you for confirmation of [Report Opening CD (or FD)].

This window is also displayed when ″Express Report Service Opening Key file ″ is copied into a drive other than ″A″. Specify the copied drive and click [Continue].

9. Click [Continue].

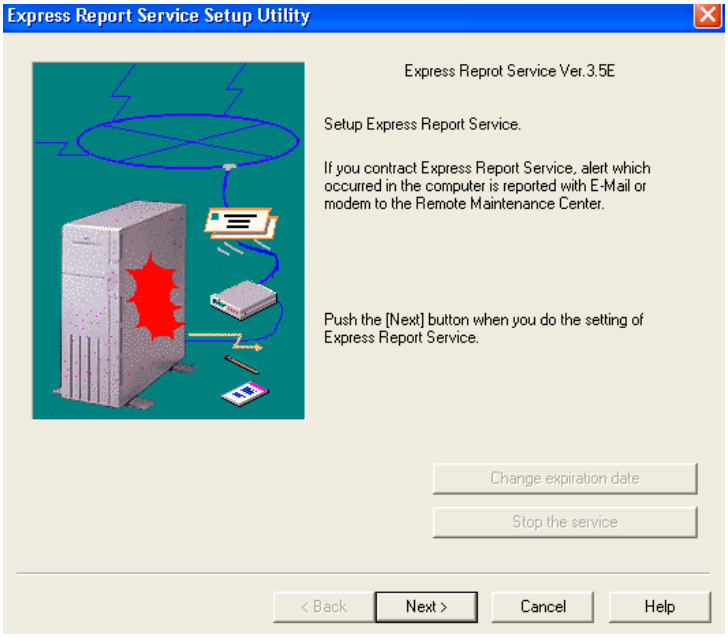
Express Report Service utility starts. For usage detail of utility, refer to Express Report Service Setup Utility help.



10. Click [Next] and confirm the content of registration.

Confirm the setting content of [Report Opening CD (or FD)] displayed on the window.

When any discrepancy or unspecified item is found, modify the setting.


Express Report Service Setup Utility
Express Reprot Service Ver.3.5E
Setup Express Report Service.
If you contract Express Report Service, alert which occurred in the computer is reported with E-Mail or modem to the Remote Maintenance Center.
Push the [Next] button when you do the setting of Express Report Service.
Change expiration date
Stop the service
< Back
Next >
Cancel
Help

11. After confirming all contents, click [Finish].

12. Click [OK].

The installation completed. Installed Express Report Service becomes enabled after a restart of OS.

♦ Confirming an installation state of Express Report Service

To activate Express Report Service in the condition that it has been already installed, such as Pre-installed model or iStorage NS series, follow the procedure below described.

1. Click [Start] menu - [Report Settings].

   Alert Manager setting tool starts.

2. Click [Tool] – [Express Report Service] – [Server].

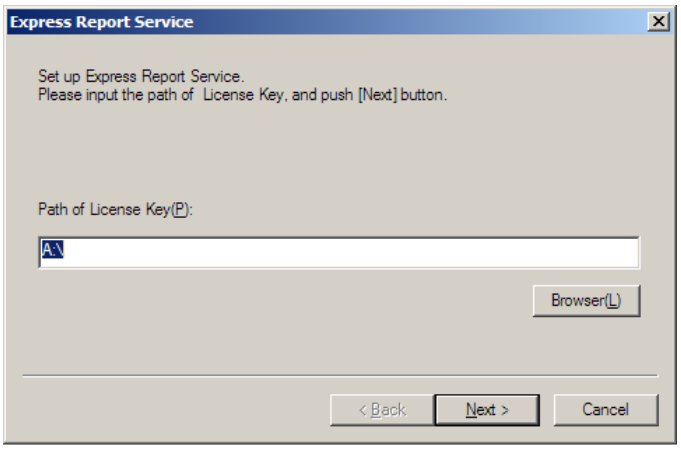
   Express Report Service Setup Utility starts.

3. <Case: use License Key>

   Specify a storage location of License Key, then click [Next].

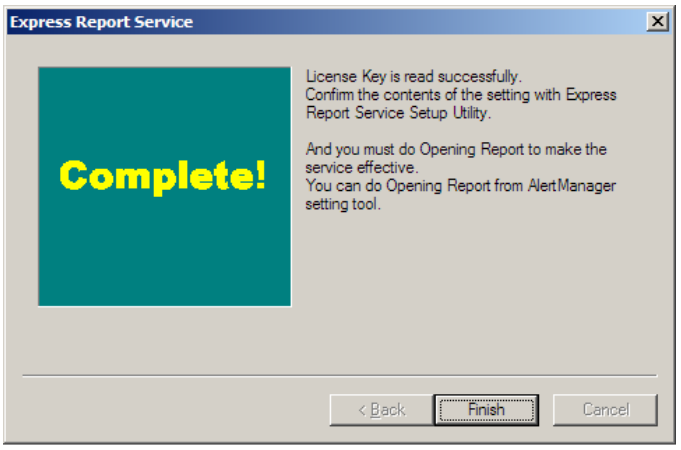
   <Case: use Report Opening FD (or CD)>

   Set up Opening FD (or Opening CD) in an appropriate drive, and click [Next].



When Report Opening FD (or CD) is read properly, the following window is displayed.

* For Report Opening CD, read [Report Opening FD] on the window as [Report Opening CD].


Express Report Service
Complete!
License Key is read successfully.
Confirm the contents of the setting with Express Report Service Setup Utility.
And you must do Opening Report to make the service effective.
You can do Opening Report from AlertManager setting tool.
< Back
Finish
Cancel

4. Click [Finish].

   Express Report Service Setting utility starts.

5. Confirm the displayed content of Opening FD (or Opening CD).

   After confirmation of the content of Report Opening FD (or CD) on Express Report Service Setting utility screen, Express Report Service is operative.

♦ Confirming an installation state of Express Report Service

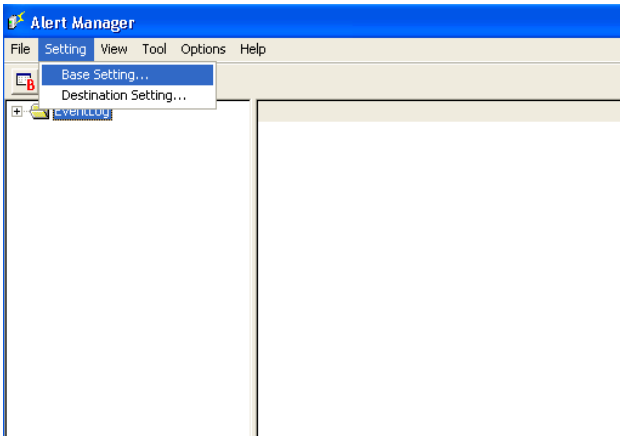
To confirm if Express Report Service is installed, follow the procedure below described.

1. Click [Start] menu - [Report Settings].

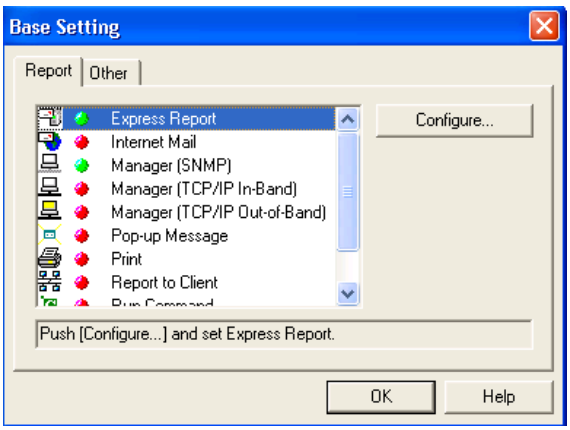
   Alert Manager setting tool starts.

2. Click [Setting] - [Base Setting].

   Base Setting window is displayed.



3. Click [Report] tub.

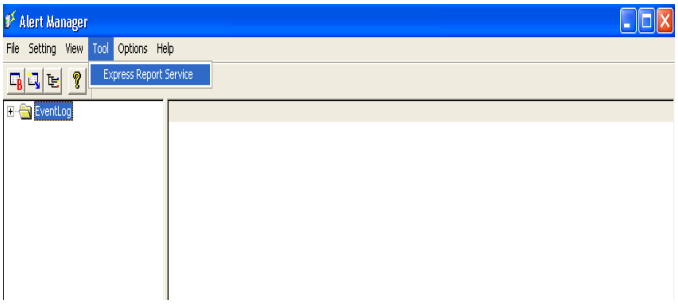


   If ″Express Report Service ″ is found on the list, Express Report Service is installed.

2. Setting Utility

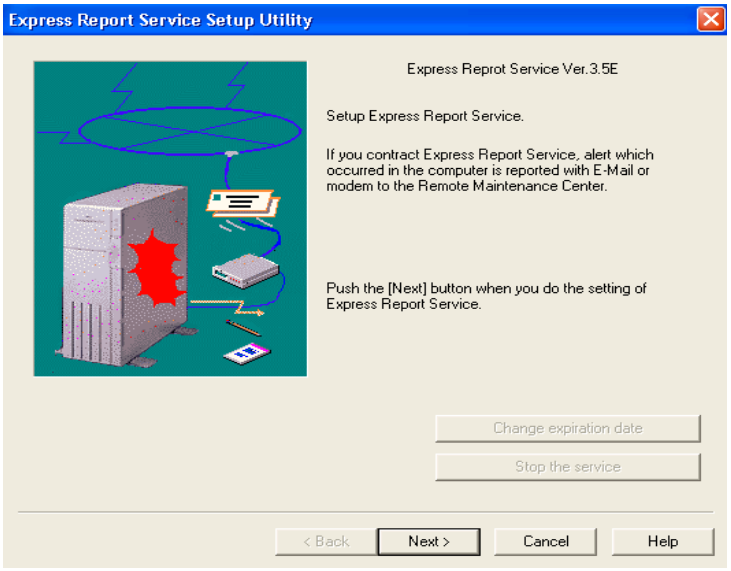
Setting utility of Express Report Service can be used to confirm the content of Report Opening CD (or FD) while installing the service. After installation, it can be used to modify the setting, or to terminate the service.

1. Click [Alert Manager] - [Tool] menu - [Express Report Service] - [Server].



* The menu displayed on [Tool] differs according to the model.

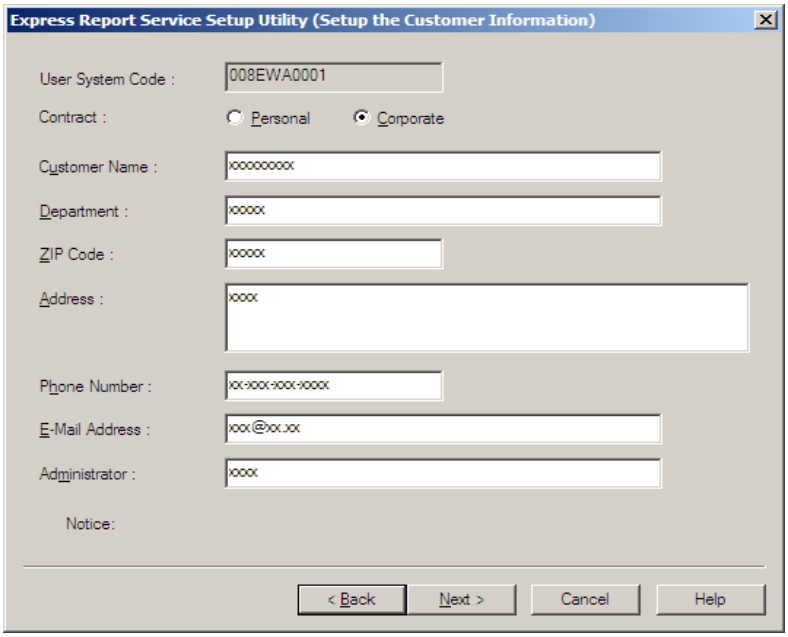
2. Click [Next].


Express Report Service Setup Utility
Express Reprot Service Ver.3.5E
Setup Express Report Service.
If you contract Express Report Service, alert which occurred in the computer is reported with E-Mail or modem to the Remote Maintenance Center.
Push the [Next] button when you do the setting of Express Report Service.
Change expiration date
Stop the service
< Back
Next >
Cancel
Help

Customer Information setting window is displayed.

3. Input customer Information.

When clicked the edit box of each item with a mouse, help texts are displayed at the bottom of a setting window for your reference. Department and Administrator are settable only when a customer is corporate. When clicked [Next], the setting window of Computer information is displayed.

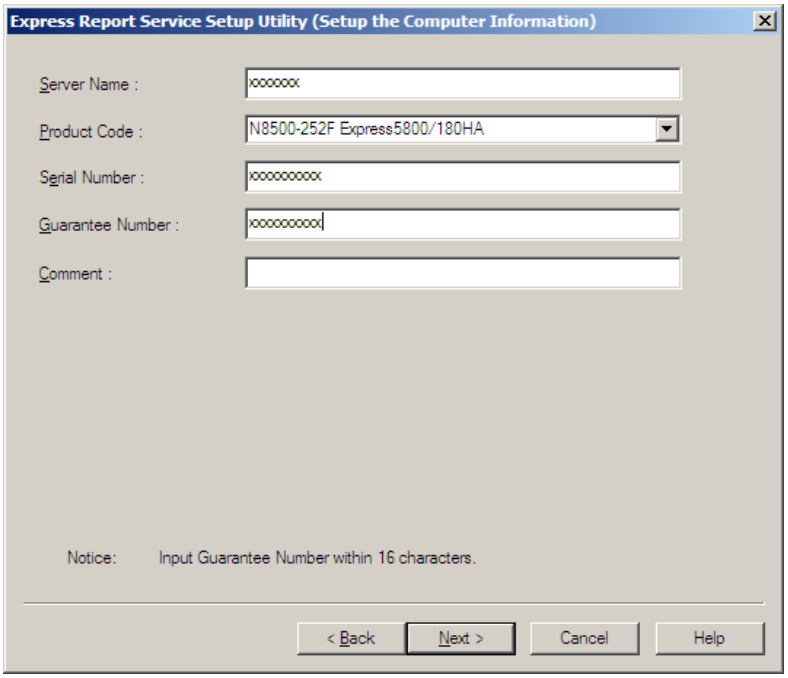


* Required input

- Customer Name
- ZIP code
- Address
- Phone Number
- E-mail Address

4. Input Computer Information.

Product Code is selectable from the list. When the product Code is not found, you can input it directly. When clicked [Next], the setting window of Option Parts information is displayed.

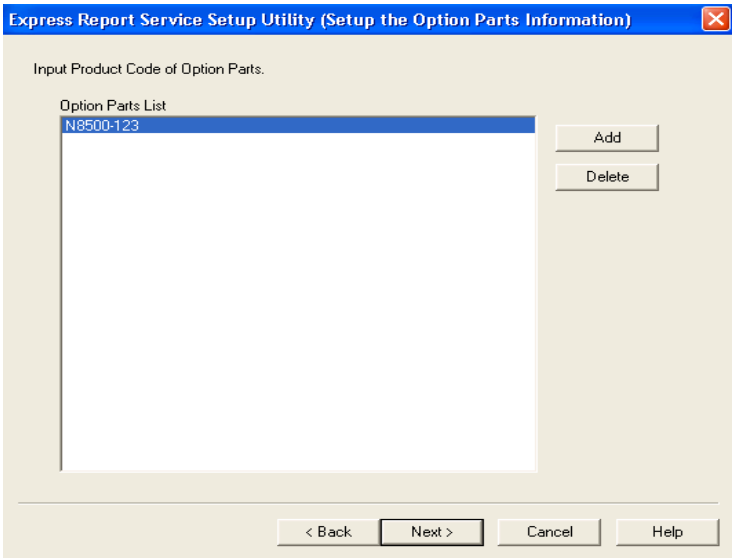


* Required input

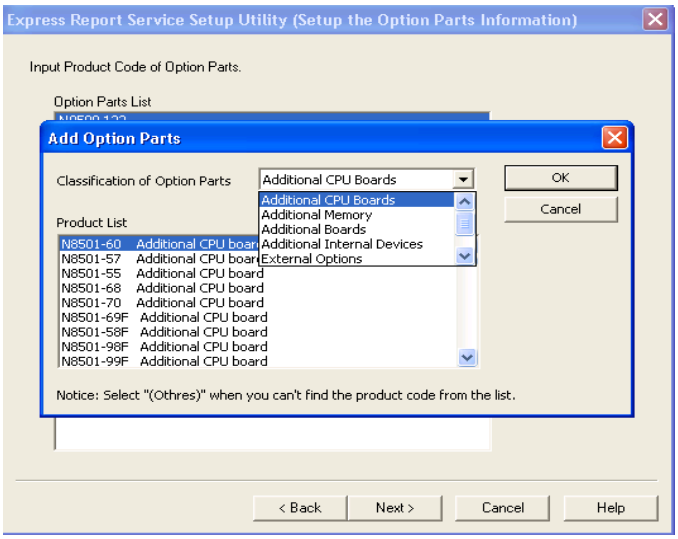
- Server Name
- Product Code
- Serial Number
- Guarantee Number

5. Input the Option Parts Information.

When clicked [Add], Option Parts information is settable. To delete option parts information, select the parts name and click [Delete]. When clicked [Next], the setting window of Option Parts information is displayed.

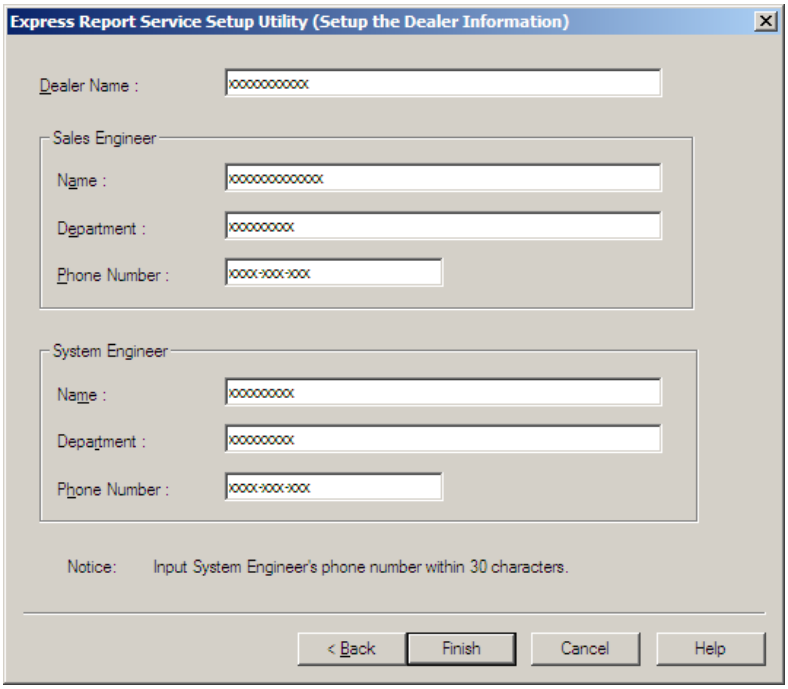


* Input of ˝Option Parts List ˝ is not required.



6. Input Dealer Information.

Dealer Information is selectable from the list. When Dealer Information is not found, you can input it directly. When clicked [Finish], the utility is terminated.



* Required input

- Dealer name

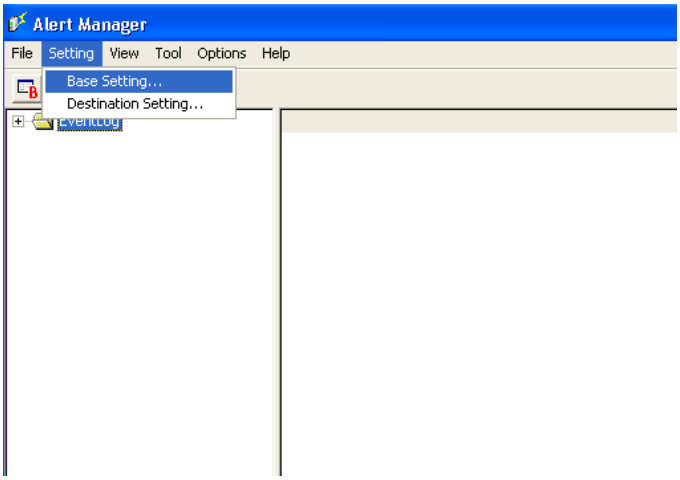
3. Report method setting

3.1 Report setting (Internet Mail Setting)

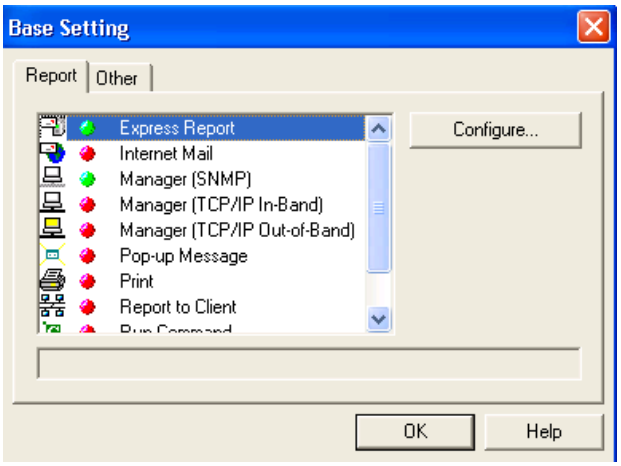
When you use Express Report Service via E-mail, follow the instruction below described to configure Express Report (Internet Mail) Setting.

1. Click [Start] menu - [Report Settings].

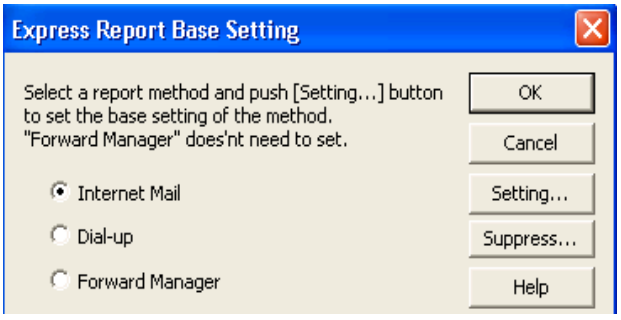
2. Click [Alert Manager] - [Setting] menu - [Base Setting].



3. Select [Express Report Service] from Report method list in [Report] property, then click [Configure...].

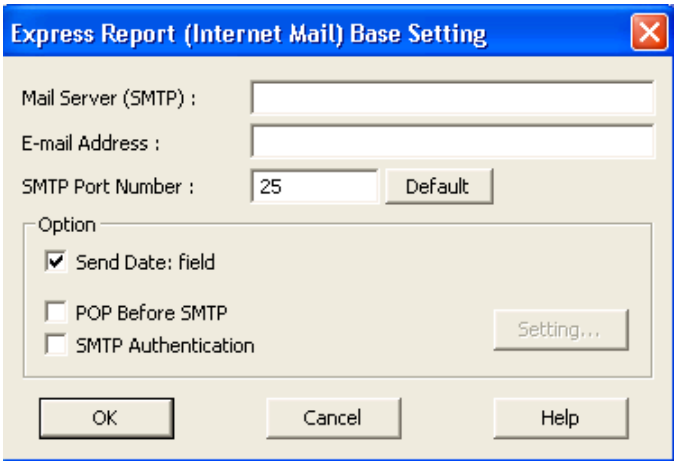


[Express Report Base setting] window is displayed.



4. Select [Internet Mail] and click [Setting...].

Express Report (Internet Mail) Base Setting window is displayed.



5. Enter the host name or IP address of Mail Sever that SMTP is available.

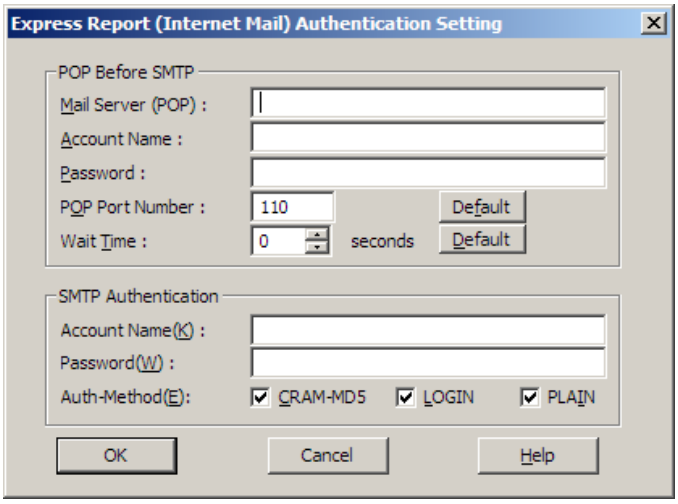
   Type for example: ″smtp.foo.co.jp ″ or ″192.168.0.100 ″

6. Specify E-mail address of sender's mail box

   Type for example: ″sousin@foo.co.jp ″.

7. SMTP server is a case of necessity about POP Before SMTP, [POP Before SMTP] is checked. SMTP server is a case of necessity about SMTP, [SMTP Authentication] is checked.

   When [POP Before SMTP] or [SMTP Authentication] is checked, click [Setting…] and it displayed [Express Report(Internet Mail) Authentication Setting].



   If you want to use POP before SMTP, screen Authentication Settings of [Express Report Service(Internet Mail)], [Account name], and to connect to the POP server in the Password, the POP server to be used for (POP)] over server. Specify the account name and password you want to use. It will change, if the [POP Port Number] is required.
   When waiting time is required [Wait Time] is specifies.

   * [POP Port Number] does not have the necessity in particular for change, if satisfactory.

   When using SMTP Authentication,[Express Report(Internet Mail) Authentication Setting] specifies [Account Name] and a [Password].
   Check the authentic method to be used.
   When more than one are confirmed, it attests in order of CRAM-MD5, LOGIN, and PLAIN.

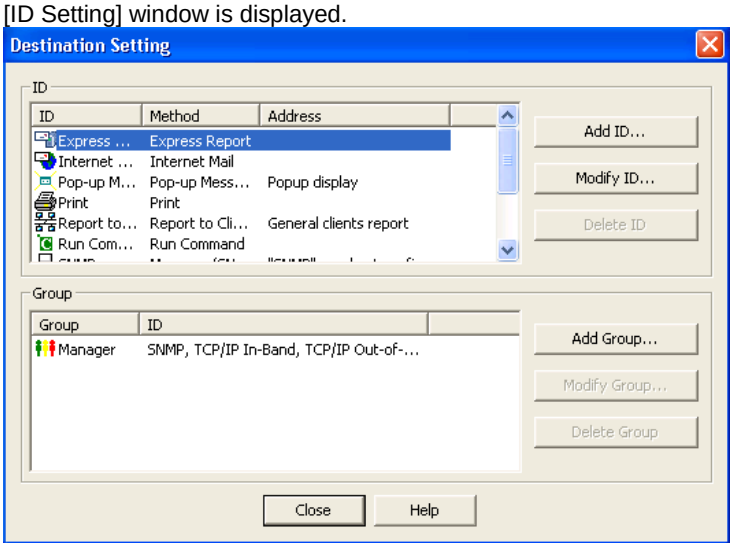
8. Click [OK] to return to [Express Report Base setting] window.

9. Click [OK] on [Express Report Base setting] window to close the window.

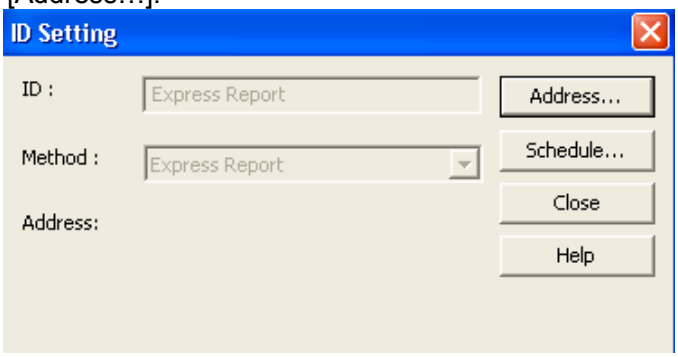
10. Go back to Alert Manager and click [Setting] - [Destination Setting…].

11. Select Express Report Service from ID list and click [Modify ID...].

[ID Setting] window is displayed.

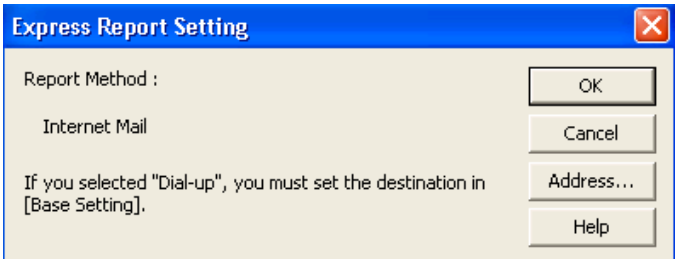


12. Click [Address…].



13. Click [Address…].

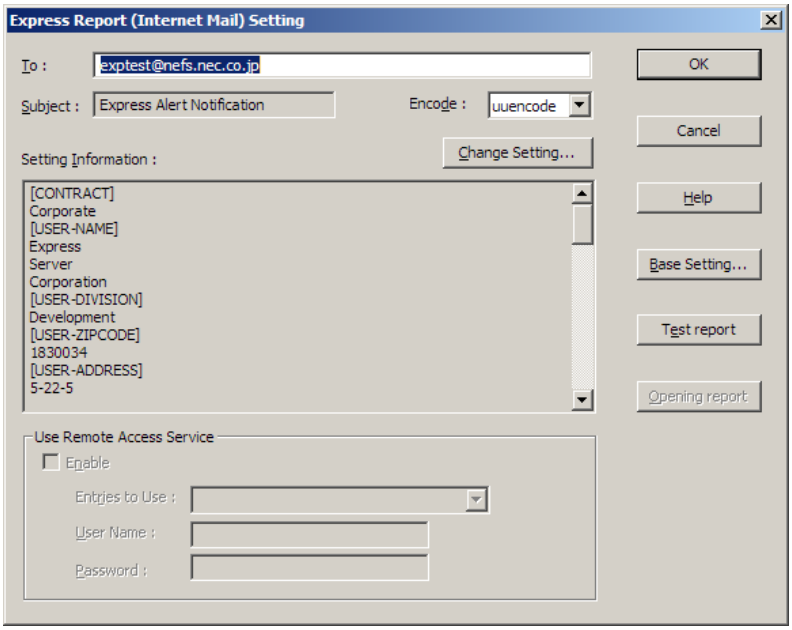
[Express Report (Internet Mail) Setting] window is displayed.



14. Confirm the destination and Encode and Setting Information.

As a destination, the one specified on Opening CD (or Opening FD) is shown. Do not modify it except for any necessary reason.

Default value of the encoding method is uuencode. If you want to transmit the express reports using base64 method, change the method to base64.



If you modify Setting Information of Express Report Service, click [Change Setting…] to show Setting utility of Express Report Service, which was used for confirmation on installing the service. When the Setting utility is displayed, modify the setting. When you terminate the setting, [Express Report Setting] window is displayed.

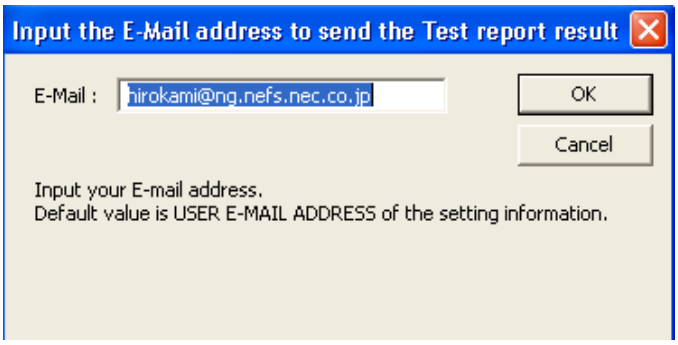
When you access the mail server of provider via dial-up, check the little square of the [enable] in the [Use remote Access Service]. Next, in [Entries to Use], specify the destination that you access via dial-up, then enter user name and password.

Tips

- Specify the destination used for the access via dial-up on Windows prior to configuration of [Use remote Access Service].
- Existing User name and password on Windows are not used, even though they are saved. Make sure to specify user name and password.

15. Click [Test Report].

16. Confirm the sending address of Test Report and click [OK].


Input the E-Mail address to send the Test report result
E-Mail :
hirokami@ng.nefs.nec.co.jp
OK
Cancel
Input your E-mail address.
Default value is USER E-MAIL ADDRESS of the setting information.

17. When the confirmation message is displayed, click [OK] to execute Test Report.

Tips

- When Test Report is executed, Test results mail/facsimile is sent to the specified destination.
- After confirming the results of Test Report, execute Opening report.

18. Click [Opening Report] to confirm the execution.

Tips

- [Opening Report] button is operative after finishing Test Report.
- Express Report Service is launched after Opening report.

19. Click [OK] to close [Express Report(Internet Mail) Setting] window.

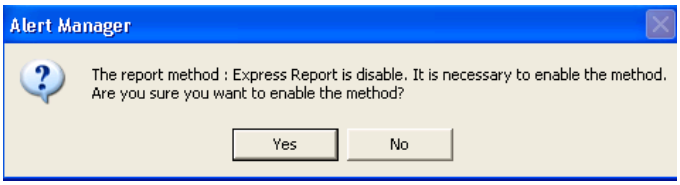
20. Click [OK] to close [Express Report Service Setting] window.

21. On [ID Setting] window, click [Schedule...] to specify ″Retry setting (Interval, Expiration Time) ″ and ″Reporting Time Table ″.

    Default value is set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. This value is recommended. Do not modify the default except for any necessary reason.

22. When the specification is done, click [OK] button to close [Schedule...] window.

23. Message box is displayed, asking if the report method should be activated. Click [Yes].


Alert Manager
The report method : Express Report is disable. It is necessary to enable the method.
Are you sure you want to enable the method?
Yes
No

If you click [NO], select [Base Setting] in Alert Manager. Display [Report] property, then activate (change the color to green) the bitmap switches (valid/invalid) of [Express Report Service] in Report method list.

Now Express Report (via E-mail) is operative.

In regard to the setting of Alert Reporting function, refer to ˝Agent Help ˝ and ˝Alert Manager Help ˝.

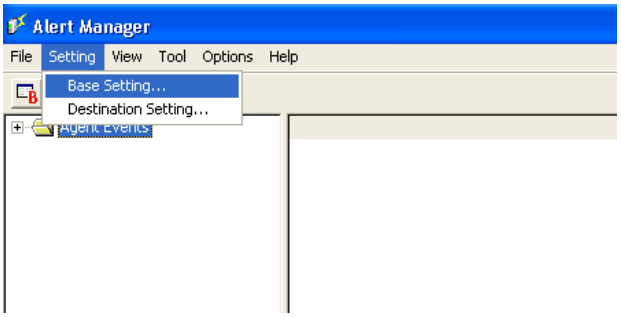
3.2 Report setting (Dial-up Setting)

When you use Express Report Service via Dial-up, follow the instruction below described to configure Express Report (Dial up) Setting.

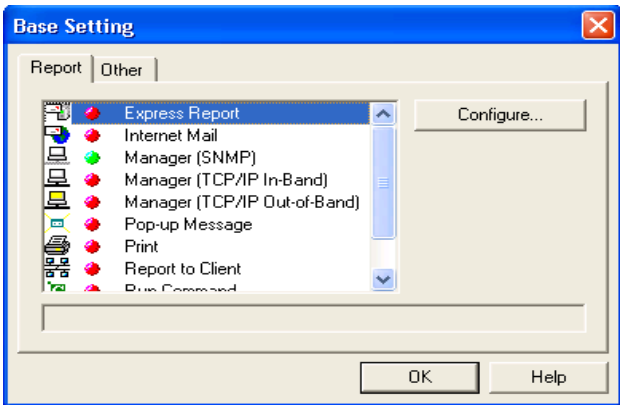
1. Click [Start] menu - [Report Settings].

   Alert Manager setting tool starts.

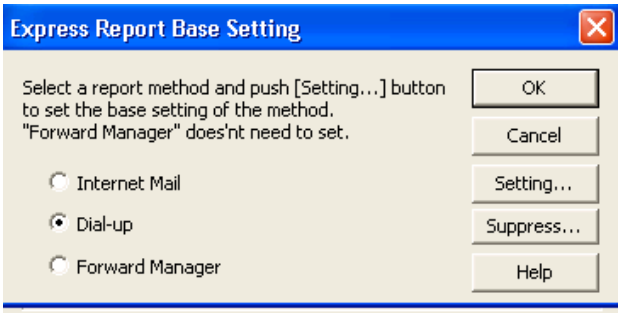
2. Click [Alert Manager] - [Setting] menu - [Base Setting].



3. Select [Express Report Service] from Report method list in [Report] property, then click [Configure...].

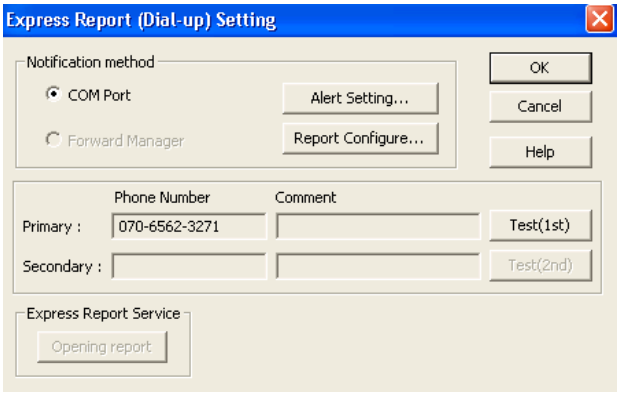


[Express Report Base setting] window is displayed.



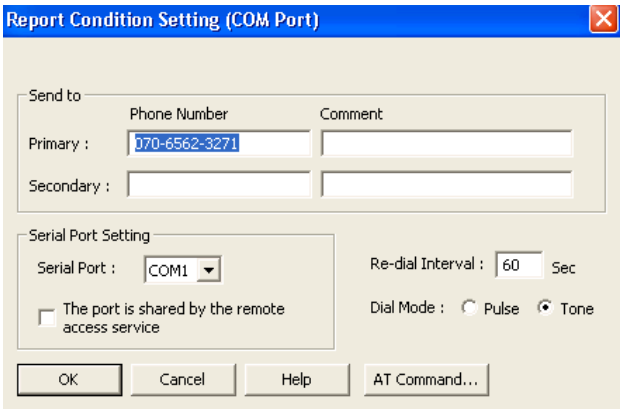
4. Select [Dial-up] and click [Setting...].

[Express Report (Dial-up) Setting] window is displayed.



5. Click [Report Configure…].

   [Report Condition Setting (COM Port)] window is displayed. Confirm the setting status.



6. Click [OK] to return to [Express Report (Dial-up) Setting] window.

7. Click [Test (1st)] to confirm Test Report.

8. Click [Opening Report] to confirm Opening report.

9. Click [OK] to close [Express Report Base setting] window.

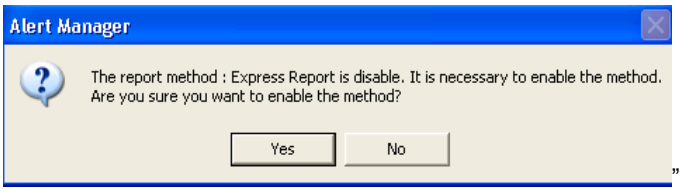
10. Go back to [ID Setting] window and click [Schedule...] button to specify ″Retry setting (Interval, Expiration Time) ″ and ″Reporting Time Table ″.

    Default value is set as every 5 minutes. Retry for up to 72 hours after is operative at all hours.

    This value is recommended. Do not modify the default except for any necessary reason.

11. When the specification is done, click [OK] button to close [Schedule...] window.

12. Message box is displayed, asking if the report method should be activated. Click [Yes].


Alert Manager
The report method : Express Report is disable. It is necessary to enable the method.
Are you sure you want to enable the method?
Yes
No
”

If you click [No], select [Base Setting] in Alert Manager. Display [Report] property, then activate (change the color to green) the bitmap switches (valid/invalid) of [Express Report Service] in Report method list.

Now Express Report (via Dial-up) is operative.

In regard to the setting of Alert Reporting function, refer to ˝Agent Help ˝ and ˝Alert Manager Help ˝.

3.3 Report setting (Forward Manager Setting)

This section describes the report setting procedure of Express Report Service forwarding NEC ESMPRO Manager, and with this configuration, reports are sent by E-mail or Dial-up (modem).

Tips

To execute reports forwarding NEC ESMPRO Manager, configuration on Manager and Agent are both required. First configure NEC ESMPRO Manager and finish test between Manager Machine and Support Center. Then configure Agent.

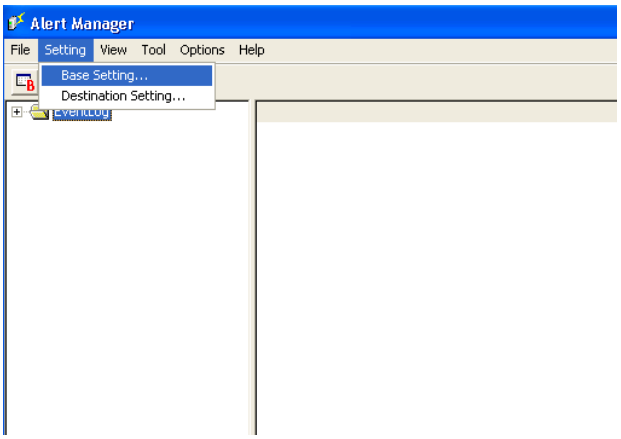
♦ Via Internet Mail

This section describes the report setting procedure of Express Report Service (using E-mail) for reports forwarding Manager.

1. Click [Start] menu - [Report Settings].

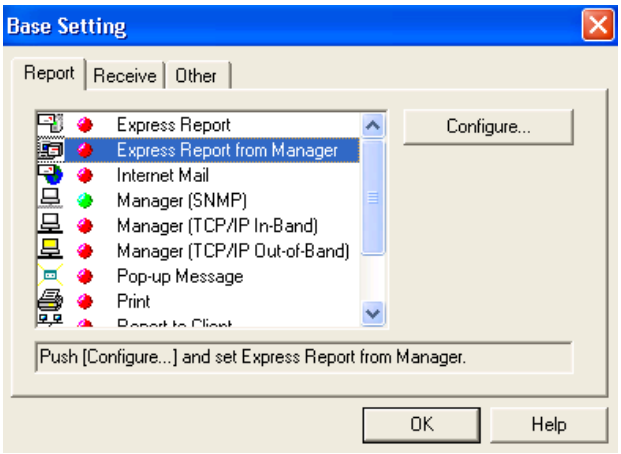
   Alert Manager setting tool starts.

2. Select [Base Setting] in [Setting] menu from Alert Manager.



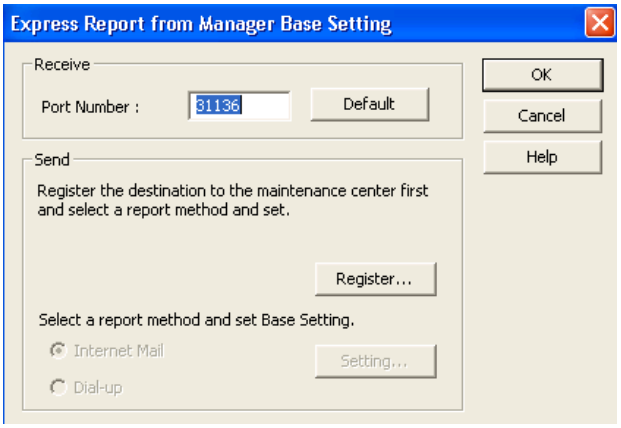
3. Select [Express Report from Manager] from Report method list on [Report] property screen, and click [Configure...].

[Express Report from Manager Base Setting] window is displayed.



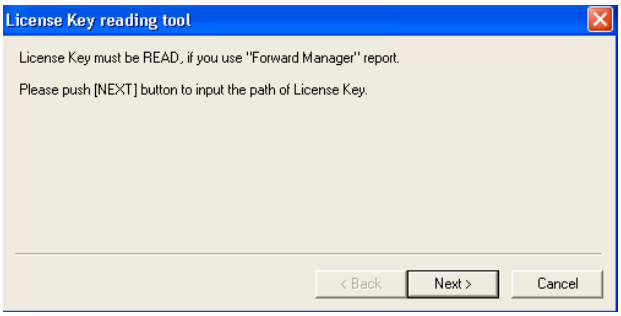
4. Specify the port number used for the connection to Agent Side.

Default value is set to 31136. Do not modify the default except for any necessary reason. If you modify the value, specify the same port number on Agent Side as well.



5. Enter the address of Support Center.

   Click [Register…] to start [License Key reading tool].


License Key reading tool
License Key must be READ, if you use "Forward Manager" report.
Please push [NEXT] button to input the path of License Key.
< Back
Next >
Cancel

   * For Report Opening CD, read [Report Opening FD] on the window as [Report Opening CD].

6. Set up Opening FD (or Opening CD) in an appropriate drive and click [Next].

   It starts to read Opening FD (or Opening CD).

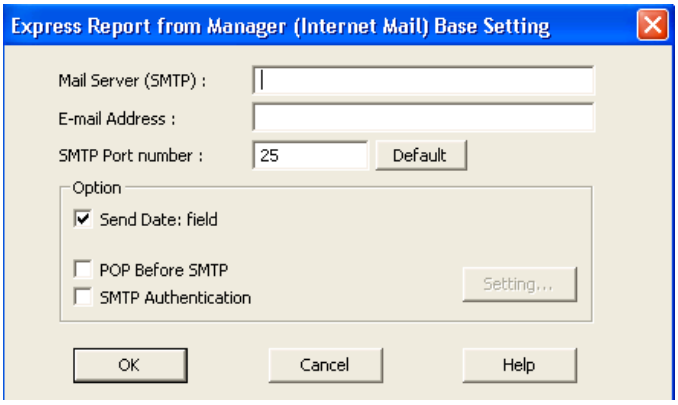
7. Click [Finish] to terminate [License Key reading tool].

8. Select the report method [Internet Mail on [Express Report from Manager] window and click [Setting...].

   [Express Report from Manager (Internet Mail) Base Setting] window is displayed.

9. Specify the host name that SMTP is available.

   Type for example: ″smtp.foo.co.jp ″.

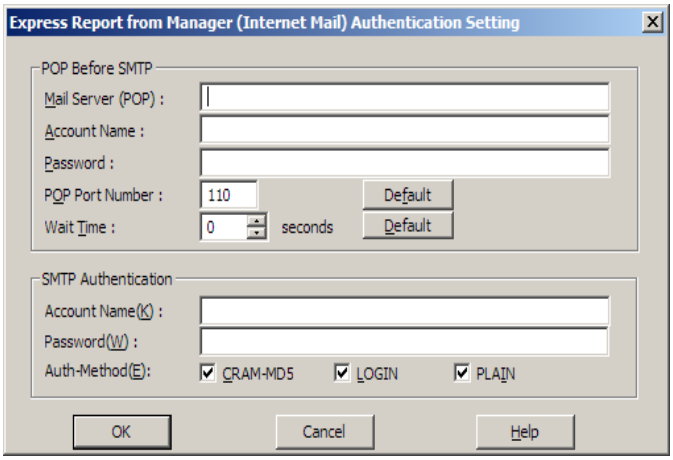


10. Specify E-mail address of sender's mail box.

    Type for example: ″sousin@foo.co.jp″.

11. SMTP server is a case of necessity about POP Before SMTP, [POP Before SMTP] is checked. SMTP server is a case of necessity about SMTP, [SMTP Authentication] is checked.

When [POP Before SMTP] or [SMTP Authentication] is checked, click [Setting…] and it displayed [Express Report(Internet Mail) Authentication Setting].



When using POP Before SMTP,[Express Report(Internet Mail) Authentication Setting] specifies [Mail Server (POP)], [Account Name], [Password]. It will change, if the [POP Port Number] is required. When waiting time is required [Wait Time] is specifies.

* [POP Port Number] does not have the necessity in particular for change, if satisfactory.

When using SMTP Authentication, [Express Report(Internet Mail) Authentication Setting] specifies [Account Name] and a [Password]. Check the authentic method to be used. When more than one are confirmed, it attests in order of "CRAM-MD5", "LOGIN", and "PLAIN".

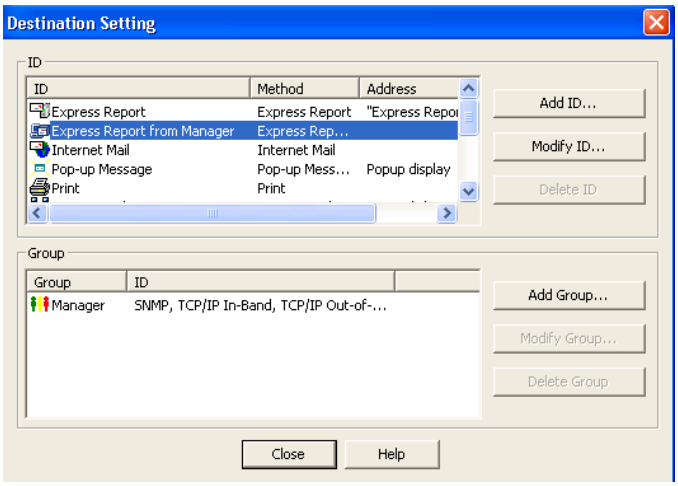
12. Click [OK].

Return to [Express Report from Manager (Internet Mail) Base Setting] window.

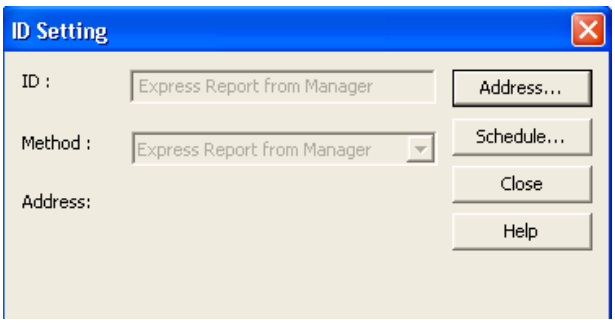
13. Click [OK] on [Express Report from Manager (Internet Mail) Base Setting] window to close it.

14. Go back to Alert Manager and click [Destination Setting…] on [Setting] menu.

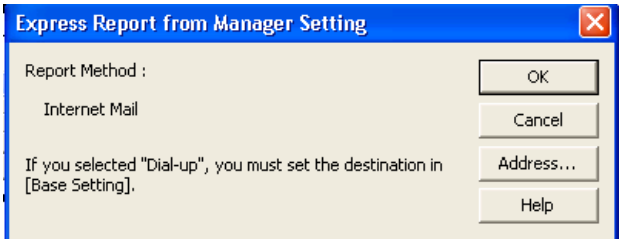
15. Select [Express Report Service] and click [Modify ID...].



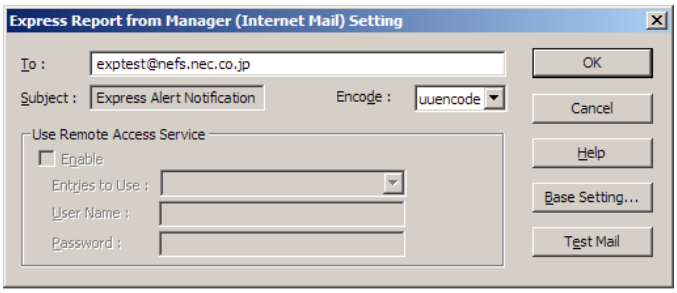
16. [ID Setting] window is displayed. Click [Address...]



[Express Report from Manager Setting] window is displayed.



17. Click [Address…].



18. Confirm the destination and Encode.

    As a destination, the one specified on Opening FD (or Opening CD) is shown. Do not modify it except for any necessary reason.

    Default value of the encoding method is uuencode. If you want to transmit the express reports using base64 method, change the method to base64.

19. Click [Test Mail] to confirm the execution.

20. Click [OK] to close [Express Report from Manager (Internet Mail) Setting] window.

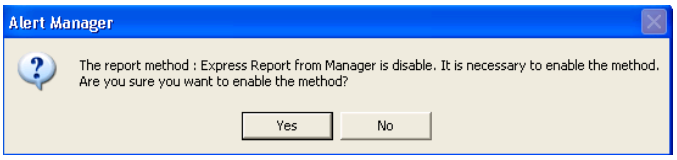
21. Click [OK] on [Express Report from Manager Setting] window to close it.

22. Go back to [ID Setting] and click [Schedule...] button to specify ″Retry setting (Interval, Expiration Time) and ″Reporting Time Table″.

    Default value is set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. This value is recommended. Do not modify the default except for any necessary reason.

    When the specification is done, click [OK].

23. Message box is displayed, asking if the report method should be activated. Click [Yes].


Alert Manager
The report method : Express Report from Manager is disable. It is necessary to enable the method.
Are you sure you want to enable the method?
Yes
No

    If you click [No], select [Base Setting] in Alert Manager. Display [Report Information Setting] property, then activate (change the color to green) enable/disable bitmap of [Express Report from Manager].

With that, the configuration of Express Report (forwarding Manager) at Manager side is completed. Subsequently, configure Agent for Express Report (forwarding Manager).

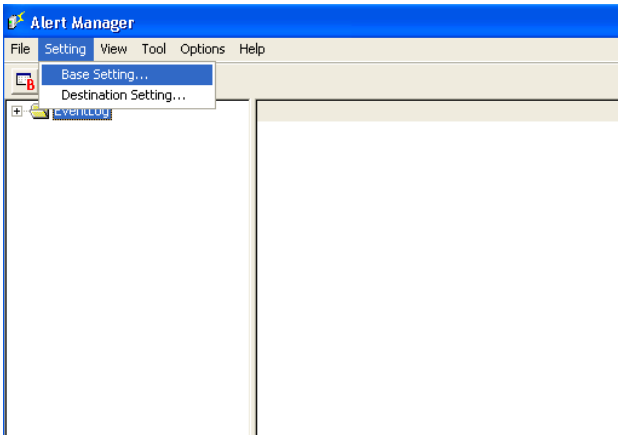
♦ Via Dial-up

This section describes the report setting procedure of Express Report Service (using Dial-up) for reports forwarding Manager.

1. Click [Start] menu - [Report Settings].

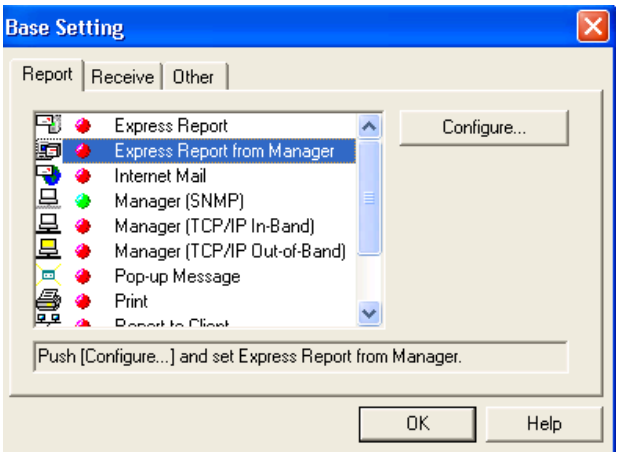
   Alert Manager setting tool starts.

2. Select [Base Setting] in [Setting] menu from Alert Manager.



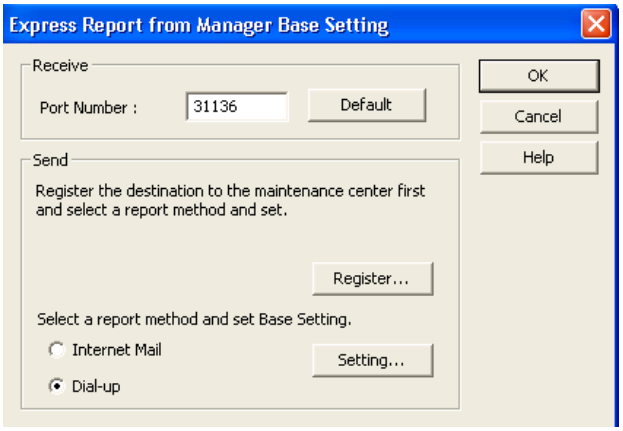
3. Select [Express Report from Manager] from Report method list on [Report] property, and click [Configure...].

   [Express Report from Manager Base Setting] window is displayed.



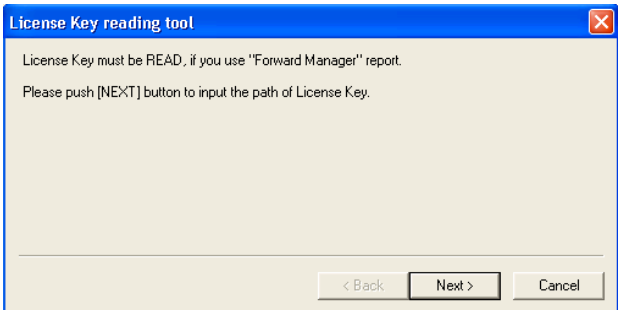
4. Specify the port number used for the connection to Agent.

   Default value is set to 31136. Do not modify the default except for any necessary reason. If you modify the value, specify the same port number on Agent as well.



5. Enter the address of Support Center.

   Click [Register…] to start [License Key reading tool].


License Key reading tool
License Key must be READ, if you use "Forward Manager" report.
Please push [NEXT] button to input the path of License Key.
< Back
Next >
Cancel

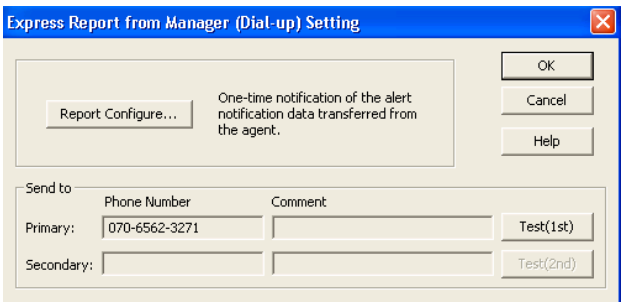
6. Set up Opening FD (or Opening CD) in an appropriate drive and click [Next].

   It starts to read Opening FD (or Opening CD).

7. Click [Finish] to terminate [License Key reading tool].

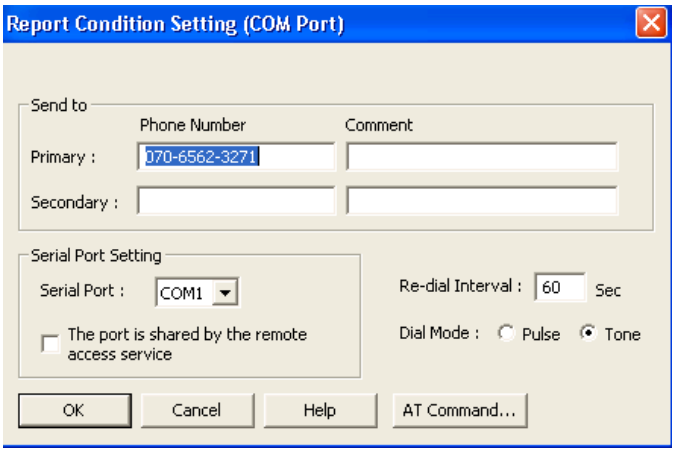
8. Select the report method [Dial-up on [Express Report from Manager] window and click [Setting...].

   [Express Report from Manager (Dial-up) Setting] window is displayed.



9. Click [Report Configure…].

[Report Condition Setting (COM Port)] window is displayed.



In [Serial Port], specify the serial port that is attached to the modem.

10. Click [OK] and return to [Express Report from Manager (Dial-up) Setting].

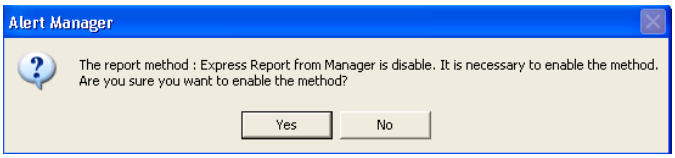
11. Click [Test (1st)] to confirm a test.

In [User ID], enter User System Code.

12. Click [OK] and close ［Express Report from Manager(Dial-up)Setting] window.

13. Go back to [Express Report from Manager(Dial-up) Base Setting] window and click [OK] to close the window.

14. Message box is displayed, asking if the report method should be activated. Click [Yes].


Alert Manager
The report method : Express Report from Manager is disable. It is necessary to enable the method.
Are you sure you want to enable the method?
Yes
No

If you click [No], select [Base Setting] in Alert Manager. Display [Report Information Setting] property, then activate (change the color to green) enable/disable bitmap of [Express Report from Manager].

With that, the configuration of Express Report (forwarding Manager) at Manager side is completed. Subsequently, configure Agent side for Express Report (forwarding Manager).

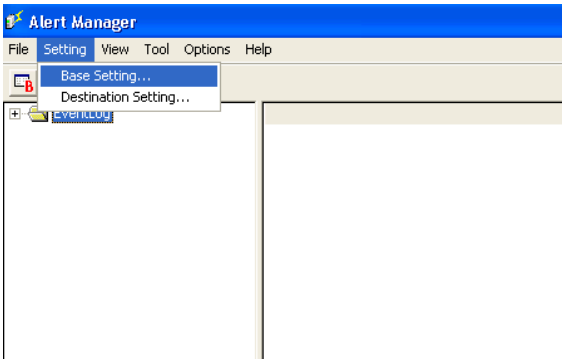
♦ Agent Side

This section describes the setting procedure of Express Report (forwarding Manager) at NEC ESMPRO Agent or NEC ESMPRO ServerAgentService side.

1. Click [Start] menu - [Report Settings].

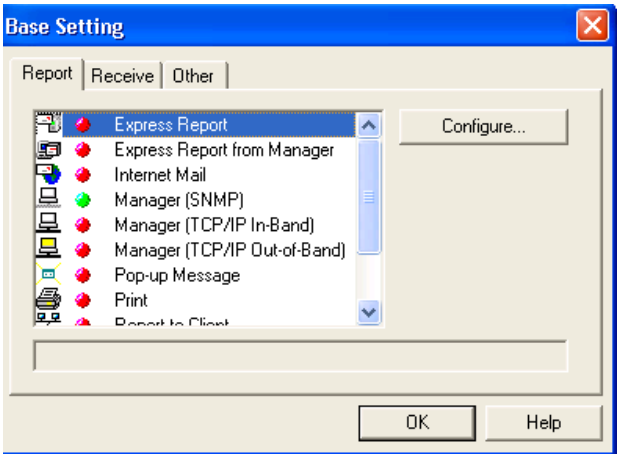
   Alert Manager setting tool starts.

2. Click [Alert Manager] - [Setting] menu - [Base Setting].

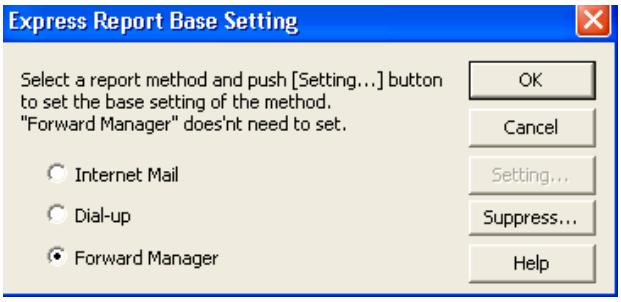


3. Select [Express Report Service] from Report method list in [Report] property, then click [Configure...].

   [Express Report Base setting] window is displayed.



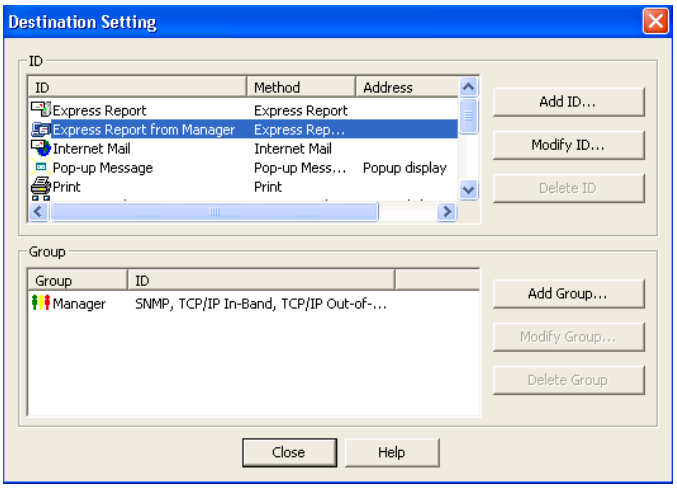
4. Select [Forward Manager], then click [OK] to close the window.



5. On [Base Setting] window, click [OK] to close the window.

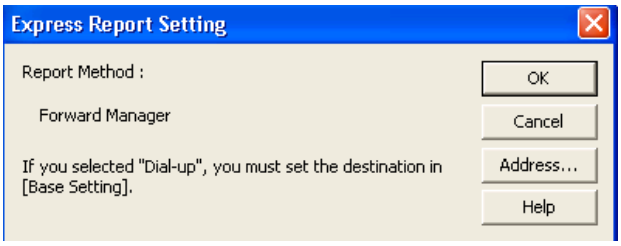
6. On Alert Manager, click [Setting] menu - [Destination Setting…].

7. Select [Express Report Service] and click [Modify ID...].

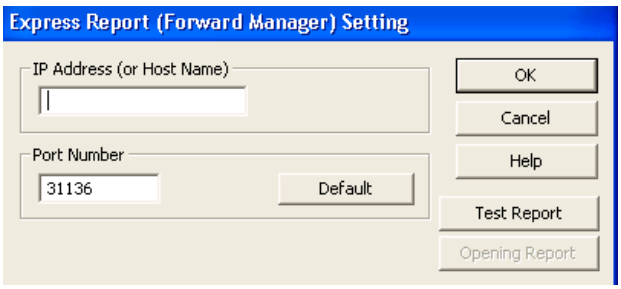


8. [ID Setting] window is displayed. Click [Address...].

9. On [Express Report Service Setting] window, click [Address…].



[Express Report (Forward Manager) setting] window is displayed.



10. Specify IP Address/host name of NEC ESMPRO Manager that reports go through.

In IP Address (or Host Name) column, type for example: 255.255.255.255.

11. Specify the port number used for the connection to NEC ESMPRO Manager.

Default value is set to 31136. Do not modify the default except for any necessary reason. If you modify the value, specify the same port number on NEC ESMPRO Manager as well.

12. Click [Test Report].

13. Confirm the sending address of Test Report and click [OK].

14. When the confirmation message is displayed, click [OK] to execute Test Report.

Tips

If you select [Internet Mail] as a report method forwarding EMSPRO Manager, after executing Test Report, Test results mail/facsimile is sent to the specified destination. After confirming the results of Test Report, execute Opening report. Besides, if select Express Report (Forward Manager)、Test results are not sent.

15. Click [Opening Report] to confirm the execution.

Tips

[Opening report] is operative after finishing Test Report. Express Report Service is launched after Opening report.

16. Click [OK] to close ［Express Report (Forward Manager) setting] window.

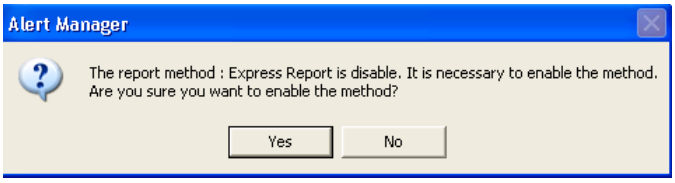
17. On [Express Report Service Setting] window, click [OK] to close the window.

18. On [ID Setting] window, click [Schedule...] to specify ″Retry setting (Interval, Expiration Time) ″ and ″Reporting Time Table ″.

    Default value is set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. This value is recommended. Do not modify the default except for any necessary reason.

19. When the specification is done, click [OK] button to close [Schedule...] window.

20. Message box is displayed, asking if the report method should be activated. Click [Yes].


Alert Manager
The report method : Express Report is disable. It is necessary to enable the method.
Are you sure you want to enable the method?
Yes
No

    If you click [NO], select [Base Setting] in Alert Manager. Display [Report] property, then activate (change the color to green) enable/disable bitmap of [Express Report from Manager] in Report method list.

Now Express Report (Forward Manager) is operative.

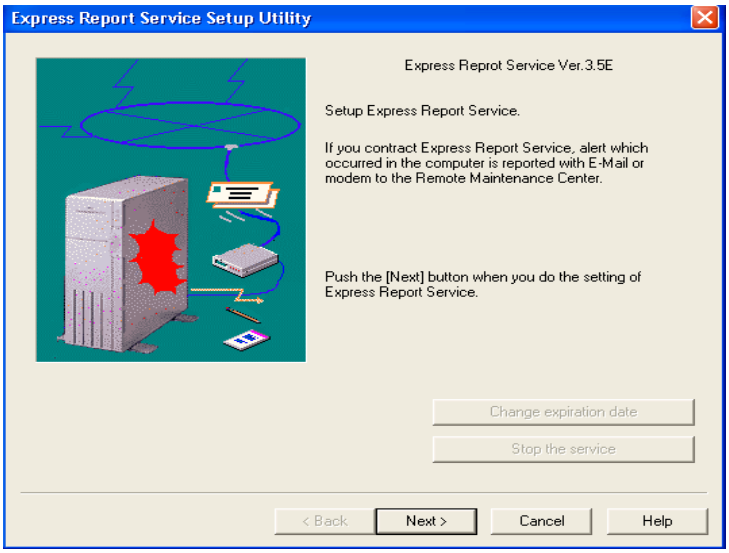
In regard to the setting of Alert Reporting function, refer to ″Agent Help ″ and ″Alert Manager Help ″.

4. To stop Express Report Service

When Express Report Service is started, it permits you to click [Stop the service…]. A failure of [Stop the service...] after expiration of a contract poses a billing problem. That is because if you do not execute [Stop the service...], the Reports remain to be sent. To avoid this problem, stop the service immediately if you do not renew the contract.

To stop Express Report Service, click [Stop the service…].After this process, Alert notification is not provided.
When Express Report Service is stopped, a message is displayed in the bottom left corner of the window, which says that Express Report Service is terminated. At the same time, this allows to click [Change expiration date…].

Expiration date of the service: Express Report Service finished.
To restart the service, click [Change expiration date…] and enter License Key. License Key is provided upon renewal of the contract.


Express Report Service Setup Utility
Express Reprot Service Ver.3.5E
Setup Express Report Service.
If you contract Express Report Service, alert which occurred in the computer is reported with E-Mail or modem to the Remote Maintenance Center.
Push the [Next] button when you do the setting of Express Report Service.
Change expiration date
Stop the service
< Back
Next >
Cancel
Help

Express Report Service

3 Uninstallation

This chapter explains uninstallation of Express Report Service.

1. **Uninstallation**

Describes about uninstallation procedure of Express Report Service.

I. Uninstallation

Start uninstallation after the system starts completely.

If uninstallation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.

2. Insert EXPRESSBUILDER into the Optical disk drive.

   EXPRESSBUILDER Autorun Menu is automatically displayed by Autorun function.

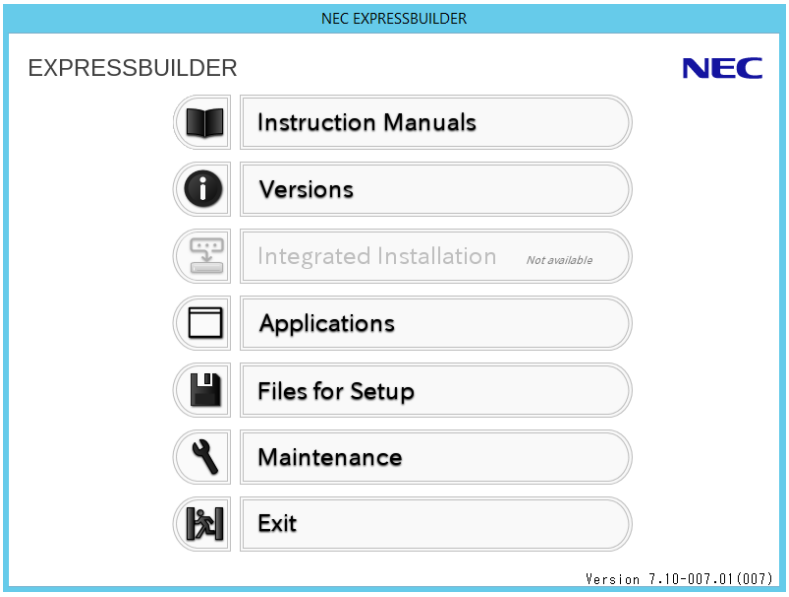
Tips

- If Autorun Menu does not launch, double-click ¥autorun¥dispatcher_x64.exe from EXPRESSBUILDER.(32bit : dispatcher.exe)
- On ServerCore environment, following the instructions in the "EXPRESSBUILDER Command Line Interface User's Guide", start the setup program. Name that support will be less.

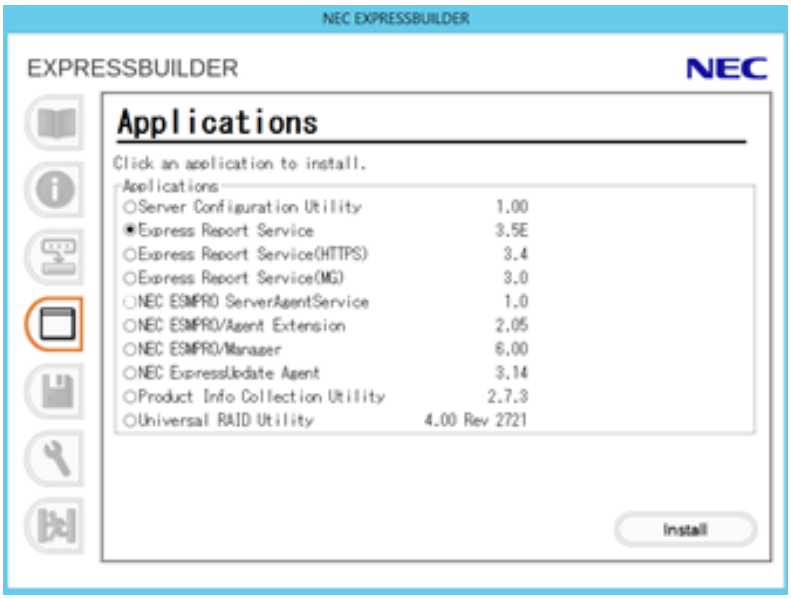
  "/modules/ESMPRO_AMEXP"

  After you start the setup program, follow the instructions in step 5 or later.

3. Click [Applications].



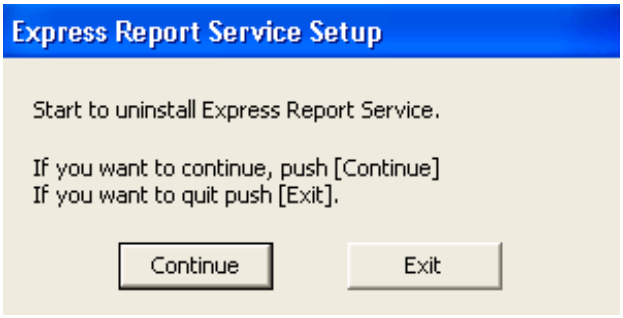
4. Click [Express Report Service] and then [Install].



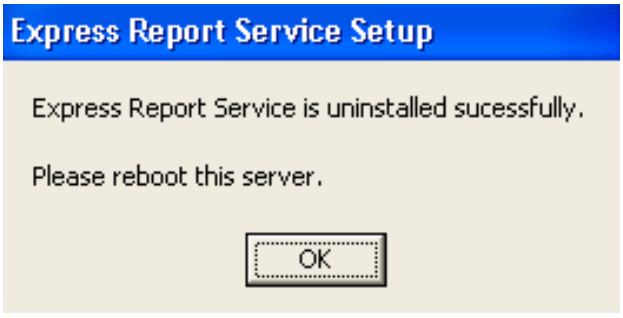
The installer starts, and the following screen is displayed.

A window below presented is displayed, asking if you uninstall [Express Report Service].

5. Click [Continue] to get it on.


Express Report Service Setup
Start to uninstall Express Report Service.
If you want to continue, push [Continue]
If you want to quit push [Exit].
Continue
Exit

6. When the following window, informing completion of deletion, is displayed, click [OK] to finish it.



The uninstallation completed. Restart of OS is required.

Express Report Service

4 Appendix

1. Note

Describes about note when using Express Report Service.

I. Notes

♦Uninstalling NEC ESMPRO Agent or NEC ESMPRO ServerAgentService

Express Report Service must be uninstalled prior to uninstalling of NEC ESMPRO Agent or NEC ESMPRO ServerAgentService.

♦Port where connect a modem

In reference to usage of a modem in a device with no COM port, contact to Support Center.

♦Port number list

In addition, following ports are used:

- 25(SMTP) When Report via Internet mail is applied.
- 110(POP3) When POP Before SMTP is set for sending report by E-mail.
- 31136 When used the Report Service (forwarding Manager).

Usage of security software with firewall functions may block reports of Express Report Service. The followings are the programs that Express Report Service uses when sending Alerts. Therefore, make sure to exclude them from block target of security software.

- AMSADM.EXE
- AMVMAIN.EXE

♦SMTP Authentication

SMTP Authentications supported by Express Report Service are LOGIN, PLAIN, and CRAM-MD5.

♦ServerCore: Operating suggestions

On ServerCore, following functions are not available.

- Express Report Service (Dial-up)
- Remote Access Service on Express Report Service(Internet Mail)

♦Cluster configuration

For a cluster configuration, you cannot start the Alert Manager setting screen in [standby].

Start the Alert Manager setting screen after switching to "Active".

♦ Display of Report Settings

When installed on the same machine NEC ESMPRO Manager and NEC ESMPRO ServerAgentService, [Report Settings] will be displayed only to the [Start] menu on NEC ESMPRO Manager.

Express Report Service (HTTPS)

1

General Description

This chapter explains Express Report Service (HTTPS).

1. Introduction

2. System Requirements

Describes about the need environment of Express Report Service (HTTPS) moves.

1. Introduction

Read this document so as to gain an adequate understanding of the contents.
The contents in this document are intended for users who fully understand features and operations of OS related to this utility. If there is any unclear point, see Windows online help.

This section explains necessary setup procedure to introduce Express Report Service (HTTPS). Make sure to read through it before you use Express Report Service (HTTPS). Registration to Express Report Service (HTTPS) allows you to report automatically to Support Center on failure information (includes preventive maintenance information), and that can be sent via E-mail or modem. This service permits you to detect system troubles in advance and to maintain the computer promptly in case of trouble. This service permits you to detect system troubles in advance and to maintain the server promptly in case of trouble.
Additionally, forwarding reports from several servers (NEC ESMPRO Agent or NEC ESMPRO ServerAgentService) to NEC ESMPRO Manager, you can send Express Report (HTTPS) via NEC ESMPRO Manager.

- The contract of hardware maintenance service for this computer or Express Report Service.
  For details of the contract, contact your dealer.

- When starting Express Report Service / Express Report Service (HTTPS).
  ˝Opening Key File ˝, containing contract information, must be applied to the target server.
  ˝Opening Key File ˝ is provided by Support Center upon our Opening preparation.
  Concerning file presentation and file application, we offer you two methods of delivery as follows:

  - Download via network
    If you sign up Express Report Service / Express Report Service (HTTPS) for NEC Support Pack entry site or Customer entry site, you can download the ˝Opening Key File ˝ after our preparation is done, following after your application.

  - Opening CD (or Opening FD)
    If you sign up Express Report Service / Express Report Service (HTTPS) with an application form or a contract document enclosed with the product, we first look at your application. When our preparation of Opening is done, ˝Opening CD (or Opening FD) ˝ with ˝Opening Key File ˝ is sent from Support Center.
    Wait for a while after it follows a procedure for application.

2. System Requirements

Express Report Service (HTTPS) requires the following hardware and software:

1) Hardware

HTTPS:

- Memory	20.0 MB or more
- Free hard disk drive space	100 MB or more + twice as much as gathering log

Forward Manager:

- Memory	20.0 MB or more (Agent side)
	100.0 MB or more (Manager side)
- Free hard disk drive space	100 MB or more + twice as much as gathering log (Agent side)
	100 MB or more (Manager side)

2) Software

- NEC ESMPRO Agent or NEC ESMPRO ServerAgentService in EXPRESSBUILDER, which is packed with the computer.
- NEC ESMPRO Agent or NEC ESMPRO ServerAgentService-supported OS
- When used the Report Service (forwarding Manager), AlertManager Ver. 4.18 or later is required.

Express Report Service (HTTPS)

2 Installation

This chapter explains installation of Express Report Service (HTTPS).

1. Installation

Describes about installation procedure of Express Report Service (HTTPS).

2. Setting Utility

Describes about setting of installed Express Report Service (HTTPS).

3. Report method setting

Describes about report method setting of installed Express Report Service (HTTPS).

4. To stop Express Report Service (HTTPS)

Describes about end of Express Report Service (HTTPS).

1. Installation

Express Report Service (HTTPS) must be installed after the installation of NEC ESMPRO Agent or NEC ESMPRO ServerAgentService **(Service Mode)**.

Tips

If NEC ESMPRO ServerAgentService **(Non-Service Mode)** cannot install Express Report Service (HTTPS).
Install NEC ESMPRO ServerAgentService **(Service Mode)**.

Refer to "2. Setting utility" for Pre-install model or iStorage NS series, etc. at the installed time already.
Start installing after the system starts completely.
If installation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

Important

Confirm that NEC ESMPRO Agent Ver. 4.2 or later is installed. Initiate [Start] menu - [About NEC ESMPRO], then select [Agent] tub and check the Product Version of NEC ESMPRO ServerAgentService.
* If NEC ESMPRO Agent Ver. 4.2 or later is not installed, installing Express Report Service (HTTPS) is not available.

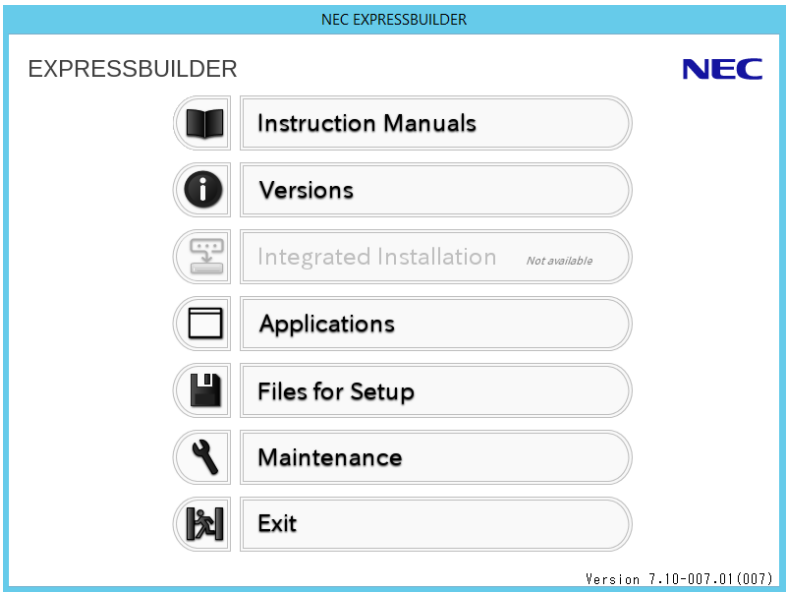
1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.

2. Insert EXPRESSBUILDER into the Optical disk drive.
   EXPRESSBUILDER Autorun Menu is automatically displayed by Autorun function.

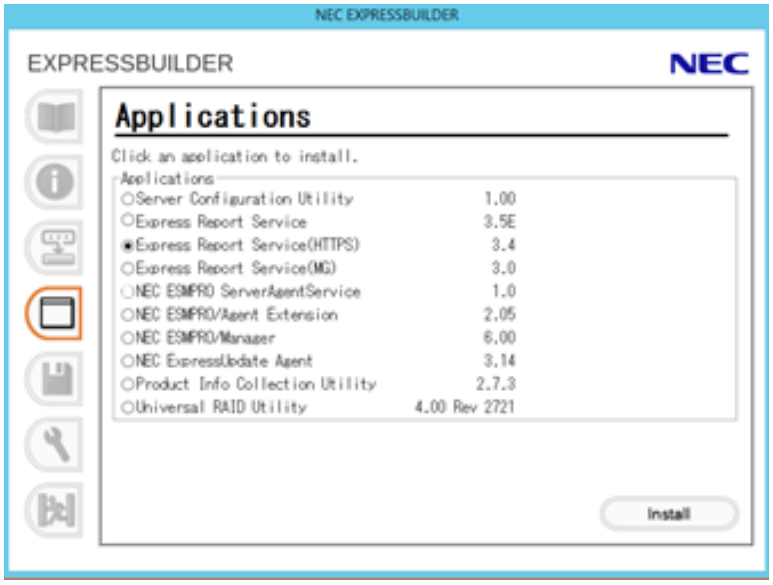
Tips

- If Autorun Menu does not launch, double-click ¥autorun¥dispatcher_x64.exe from EXPRESSBUILDER.(32bit : dispatcher.exe)
- On ServerCore environment, following the instructions in the "EXPRESSBUILDER Command Line Interface User's Guide", start the setup program. Name that support will be less.
  "/modules/ESMPRO_AMHTTPS"
  After you start the setup program, follow the instructions in step 5 or later.

3. Click [Applications].

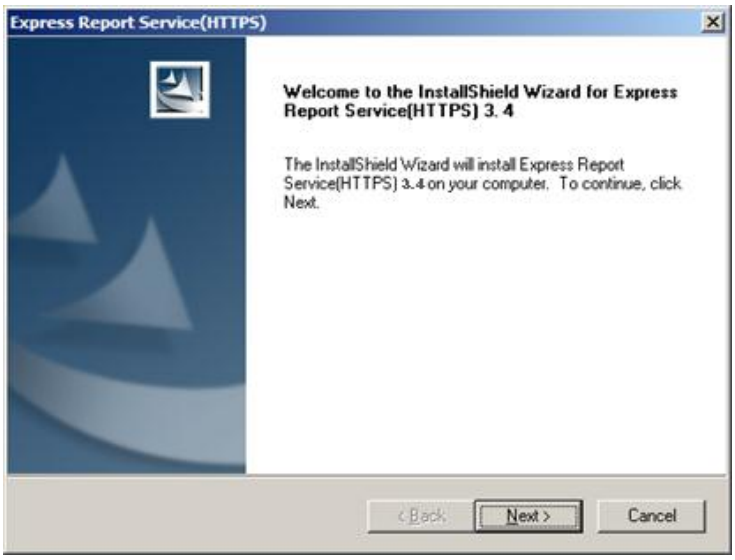


4. Click [Express Report Service (HTTPS)] and then [Install].

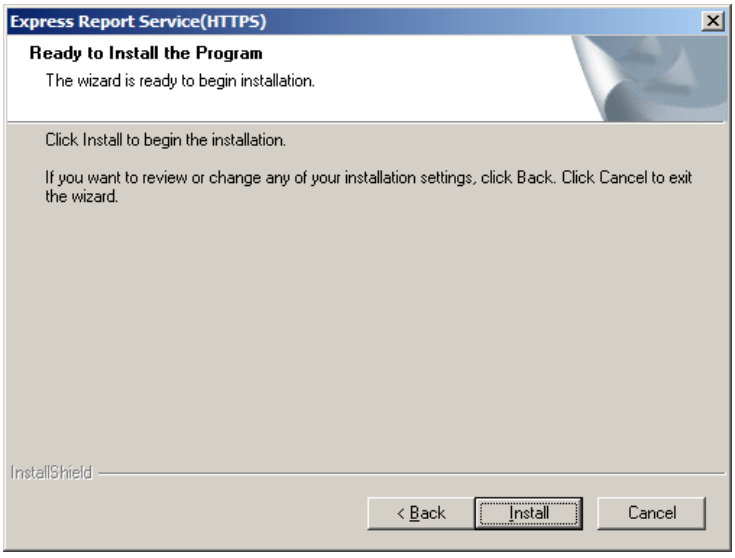


The installer starts, and the following screen is displayed.

5. Click [Next].


Express Report Service(HTTPS)
Welcome to the InstallShield Wizard for Express Report Service(HTTPS) 3. 4
The InstallShield Wizard will install Express Report Service(HTTPS) 3.4 on your computer. To continue, click Next.
< Back
Next >
Cancel

6. Click [Install].


Express Report Service(HTTPS)
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Installation starts, showing the following window.

7. When the installation end window appears, click the [Finish].

The installation completed. Restart of OS is not required.

♦Confirming an installation state of Express Report Service (HTTPS)

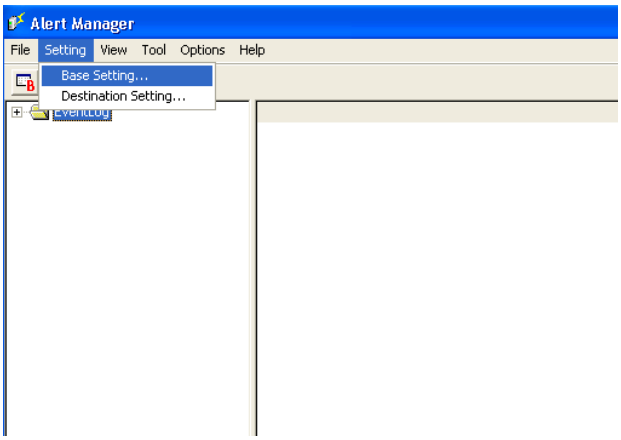
To confirm if Express Report Service (HTTPS) is installed, follow the procedure below described.

1. Click [Start] menu - [Report Settings].

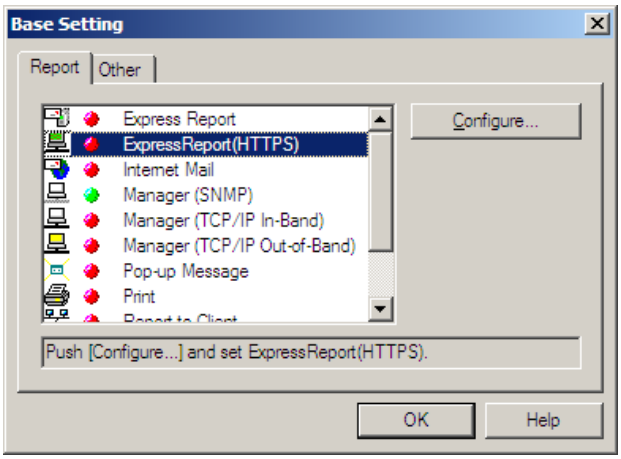
   Alert Manager setting tool starts.

2. Click [Setting] - [Base Setting].

   Base Setting window is displayed.



3. Click [Report] tub.



If ″Express Report Service (HTTPS)″ is found on the list, Express Report Service is installed.

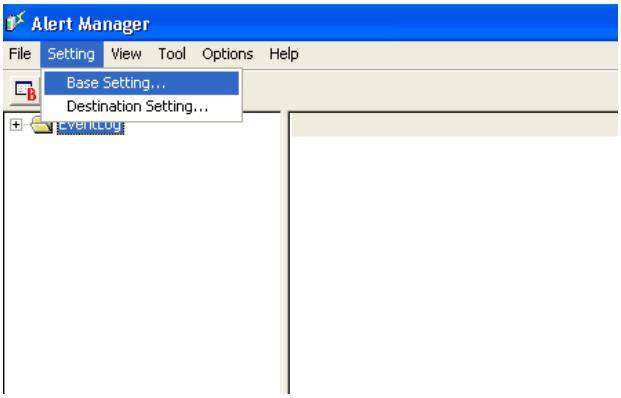
2. Setting Utility

This section describes the setup procedure to start Express Report Service (HTTPS).

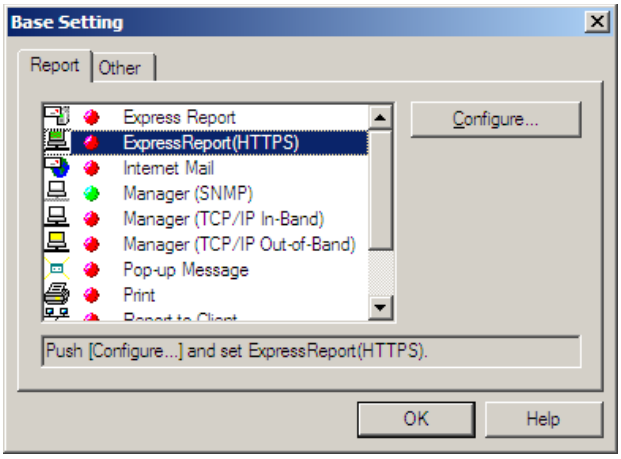
1. Click [Start] menu - [Report Settings].

   [Alert Manager] setting tool starts.

2. Click [Setting] - [Base Setting].

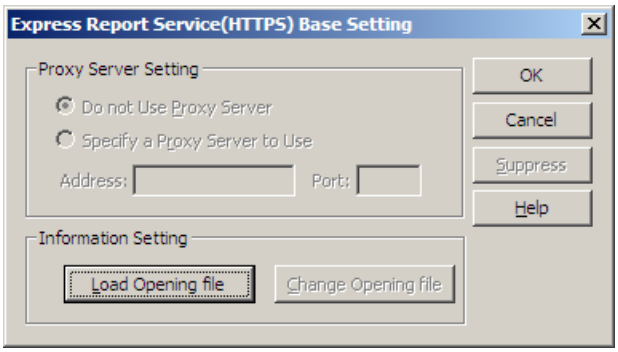


3. Select [Express Report (HTTPS)] and click [Configure...].



   [Express Report Service (HTTPS) base setting] window is displayed.

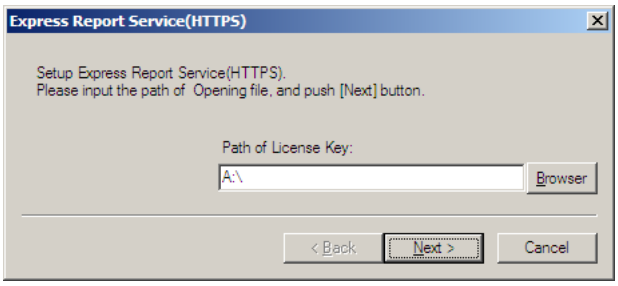
4. Click [Load Opening file].



5. [Express Report Service (HTTPS)Setup Utility] is displayed.

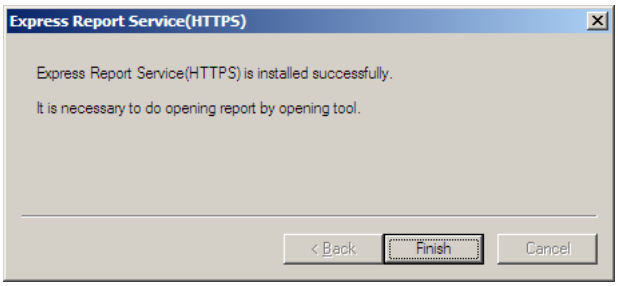
   Input the folder name where the Opening file is into the edit box: Path of License Key.

   To refer the folder, click [Browse]. When entered the folder name, click [Next].



   When the Opening file is read properly, the end message is displayed.

6. Click [Finish] and terminate reading Opening file.

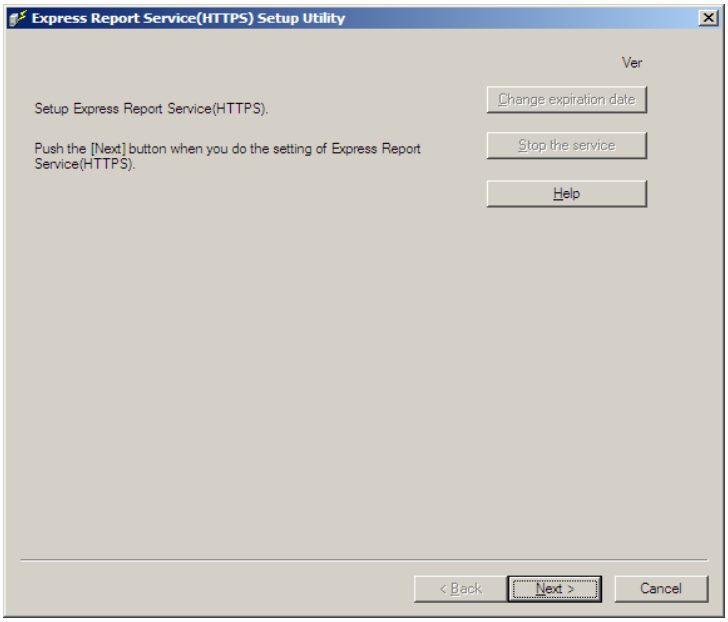


   [Setting utility of Express Report Service (HTTPS)] starts.

7. Click [Next] in order of precedence and confirm the setting content of Opening file.

   When any discrepancy or unspecified item is found, modify the setting.

   Click [Finish] and return to [Express Report Service (HTTPS) base setting].



8. Set up HTTPS report definition file.

   Refer to the "1. Definition file".

   When there is a program for HTTPS report definition file setup from the Support Center, Perform the program.

3. Report method setting

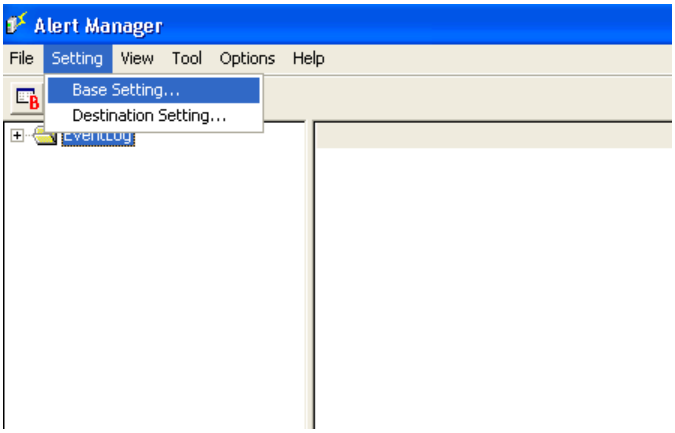
3.1 Report setting (HTTPS Setting)

When you use Express Report Service (HTTPS) via HTTPS, follow the instruction below described to configure Express Report (HTTPS) Setting.

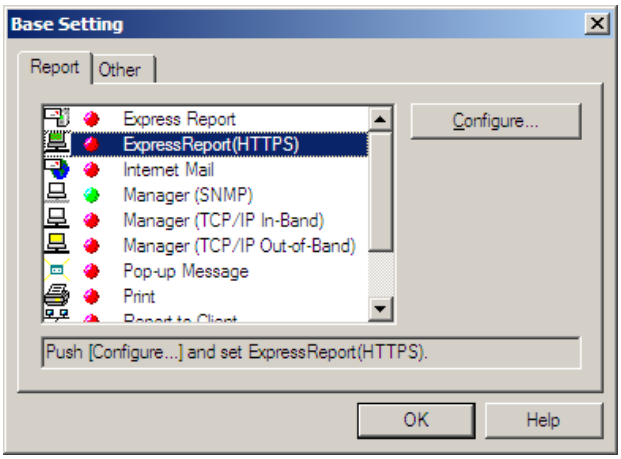
1. Click [Start] menu - [Report Settings].

   [Alert Manager] setting tool starts.

2. Click [Setting] - [Base Setting].

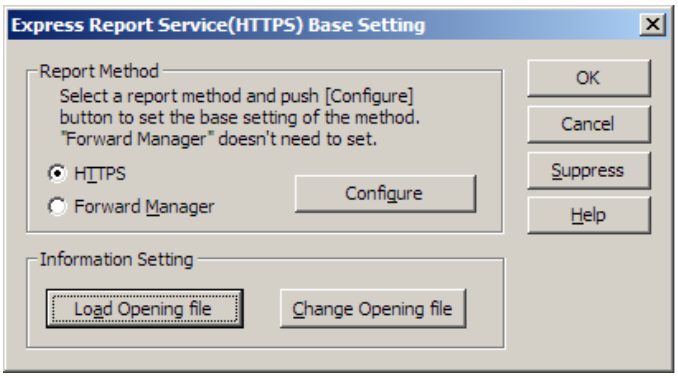


3. Select [Express Report (HTTPS)] and click [Configure...].



[Express Report Service (HTTPS) base setting] window is displayed.

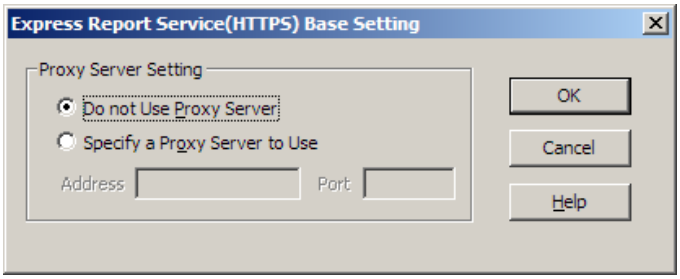
4. Select [HTTPS] and click [Configure].



5. When you use a proxy server, select [Specify a Proxy Server to Use]. Then input the address or the port number of te proxy server in each field.

   When you do not use a proxy server, no specification is required.

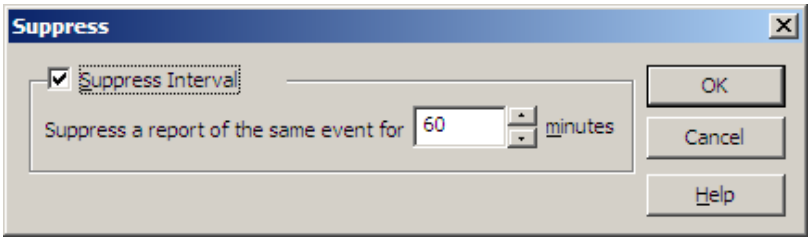
   * Express Report Service does not accommodate to the automatic configuration script and the probe for proxy.



6. When you suppress reports, click [Report Suppress].

   [Report Suppress] window is displayed. To suppress the report, specify the suppress interval (minutes). The rated values are the followings: [Suppress Interval: checked, Suppress a report of same event for 60 minutes]. Do not modify them except for any necessary reason.

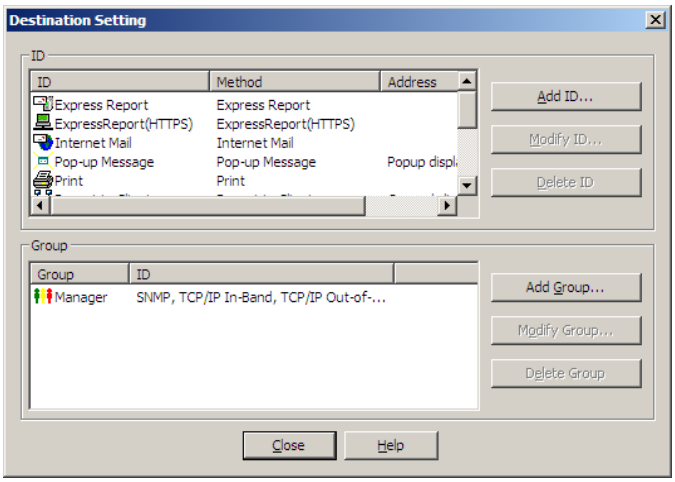
7. When configured the setting, click [OK].



8. When necessary settings for proxy server and Report Suppress are finished, click [OK] and close [Express Report Service (HTTPS) base setting] window.

9. Go back to [Alert Manager] Report Setting Tool, and click [Setting] menu - [Destination Setting…].

10. Select [Express Report Service (HTTPS)] from ID list and click [Modify ID…].



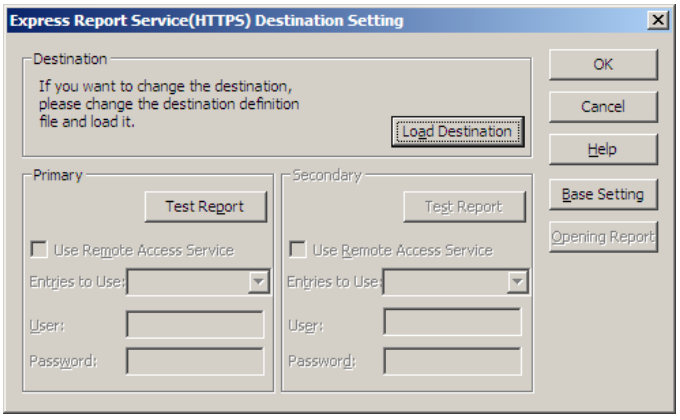
[ID Setting] window is displayed.

11. Click [Address…].

[Destination Setting] window is displayed.

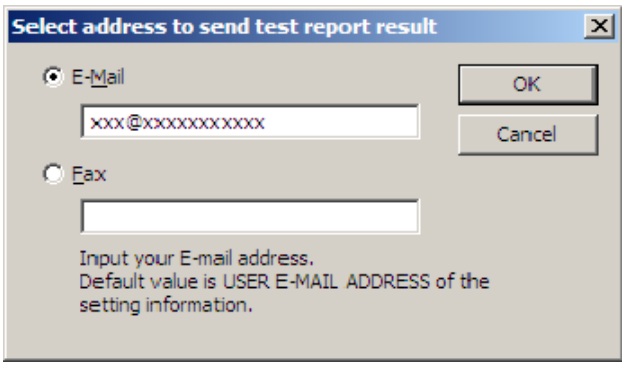
12. When you change the destination, store the destination definition file in place and click [Load Destination].

Except in the case of any problem, the destination specified in the Step 6, where the opening file is read, needs no modification. When you use dial-up connection, check the little square [Use Remote Access Service], next specify the destination in [Connect], then [User] and [Password].



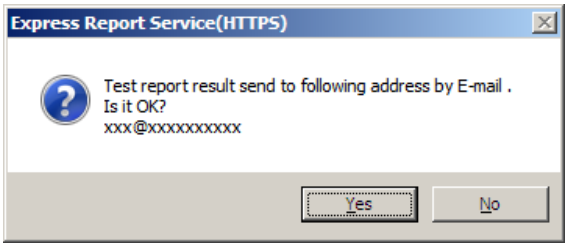
13. Click Primary [Test Report].

[Select address to send Test Report result] window is displayed.

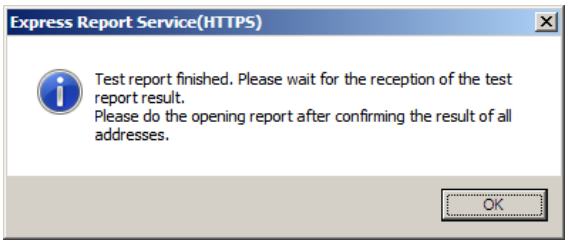


14. When the address of destination is correct, click [Yes] to execute Test Report.

When address is wrong, click [No] to return to [Select address to send Test Report result] window.



When the report is successfully sent, the following message is displayed.


Express Report Service(HTTPS)
Test report finished. Please wait for the reception of the test report result.
Please do the opening report after confirming the result of all addresses.
OK

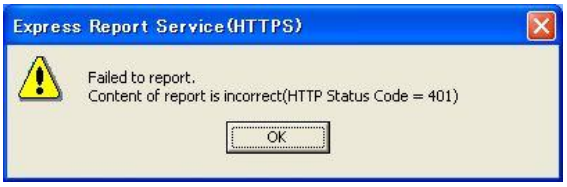
15. Click [OK].

When Secondary [Test Report] is specified, execute a Test Report of it as well. When Secondary [Test Report] is not specified or the Test Report is finished, execute Opening report.

16. Click [Opening report] and do Opening report.

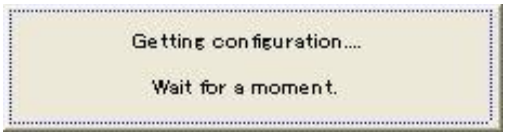
When any syntax error exists in Log-gathering setting file or Configuration information file, an error message is displayed. Click [OK] to ignore the error message and execute Opening report. To return to [Destination Setting] window, click [Cancel].

The result of Opening report is displayed. When failed to execute Opening report, an error message is displayed. If the secondary destination of report is specified, the prompt for Opening report to secondary destination is issued.



ExpressReportService(HTTPS)
The report to first address is failed.
Do you sent the report to the second address?
If sent, it will to report about 60 seconds later.
Yes
No

When the Opening report is finished, the following message is displayed. When Configuration information file exists, the report of the configuration information is issued subsequently to Opening report. Several minutes are required for gathering and reporting the configuration information. After reporting the configuration information, the result is displayed.



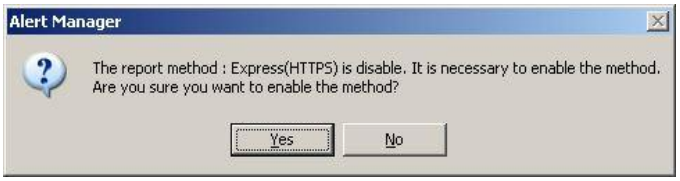
17. Click [OK].

* When Opening report is executed, first sent to Primary destination. When the report is successfully sent to Primary destination, considered as success. So the report to secondary destination is not executed.
* When you report the configuration information directly, you need to execute Opening report. When Opening report is issued, the configuration information (HeartBeat Report) is inevitably reported.

18. Go back to [Destination Setting] window.

19. Click [OK] on [Destination Setting] window.

When the report method [Express Report Service (HTTPS)] is valid, [Destination Setting] window is deleted. When the report method [Express Report Service (HTTPS)] is invalid, confirmation window is displayed.


Alert Manager
The report method : Express(HTTPS) is disable. It is necessary to enable the method.
Are you sure you want to enable the method?
Yes
No

20. When the current Base setting and Destination ID Setting are both appropriate, click [Yes] (recommended).

If further configuration is necessary, click [No].

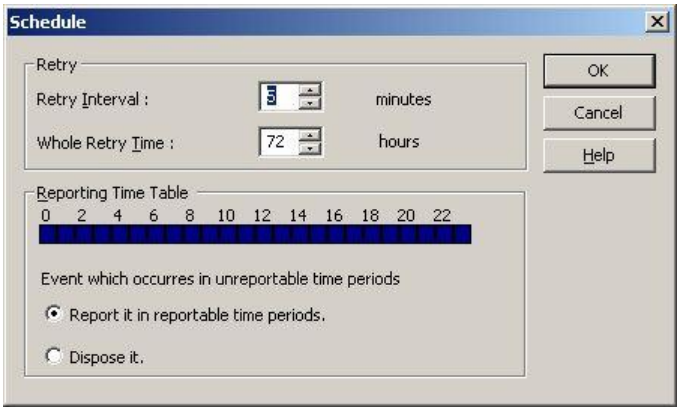
If you click [No], after finishing configuration, select [Base Setting]. Display [Report] property, then activate (change the color to green) the bitmap switches (valid/invalid) of [Express Report Service (HTTPS)] in Report method list.

21. Click [Schedule] and display [Schedule] window.

Specify ″Retry setting (Interval, Expiration Time) ″ and ″Reporting Time Table ″.

Default value is set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. Do not modify the default except for any necessary reason.

When the specification is done, click [OK]



22. Go back to [Alert Manager] Report Setting Tool.

Expand the event log tree on the left side of the window. Right-click an arbitrary event ID, which the destination of [Express Report Service (HTTPS)] is specified, (e.g. source name: aic78xx, event ID: 5), Menu is displayed. Execute [Test Report] from Menu and confirm that the report is issued as defined in HTTPS report definition file.

Now the configuration is finished. Select [File] menu - [Finish] to close [Alert Manager] Report Setting Tool.

3.2 Report setting (Forward Manager Setting)

This section describes the report setting procedure of Express Report Service forwarding NEC ESMPRO Manager, and with this configuration, reports are sent by HTTPS.

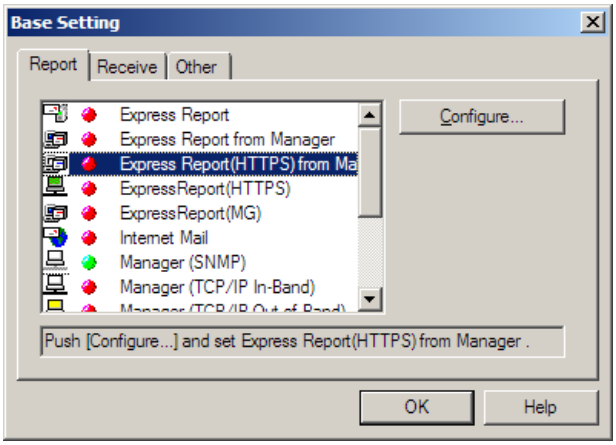
Tips

To execute reports forwarding NEC ESMPRO Manager, configuration on Manager and Agent are both required. First configure NEC ESMPRO Manager and finish test between Manager Machine and Support Center. Then configure Agent.

1. Click [Start] menu - [Report Settings].

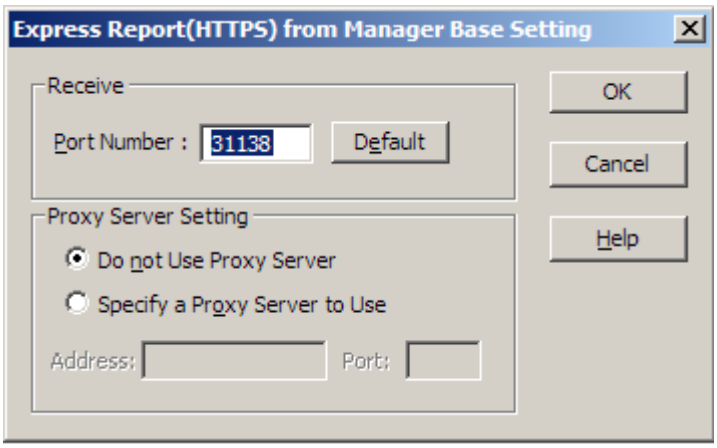
   Alert Manager starts.

2. Select [Base Setting] in [Setting] menu from Alert Manager.



3. Select [Express Report (HTTPS) from Manager] from Report method list on [Report] property screen, and click [Configure...].

   [Express Report (HTTPS) from Manager Base Setting] window is displayed.



4. Specify the port number used for the connection to Agent Side.

   Default value is set to 31138. Do not modify the default except for any necessary reason. If you modify the value, specify the same port number on Agent Side as well.

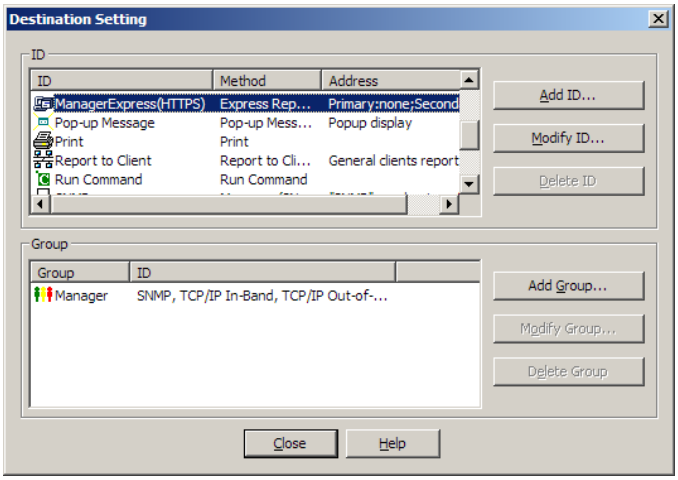
5. When you use a proxy server, select [Specify a Proxy Server to Use]. Then input the address or the port number of te proxy server in each field.

   When you do not use a proxy server, no specification is required.

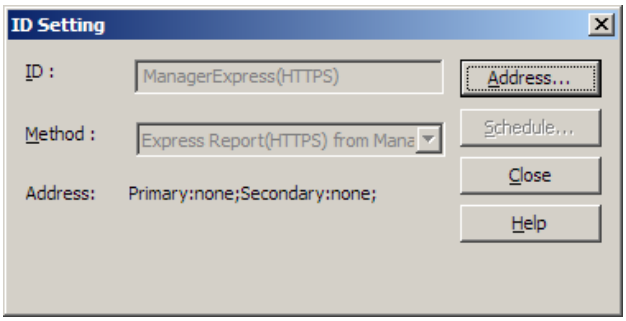
   * Express Report Service does not accommodate to the automatic configuration script and the probe for proxy.

6. When necessary settings for port number and proxy server are finished, click [OK] and close [Express Report (HTTPS) from Manager base setting] window.

7. Go back to [Alert Manager] Report Setting Tool, and click [Setting] menu - [Destination Setting…].



8. Select [Express Report (HTTPS) from Manager] from ID list and click [Modify ID…].

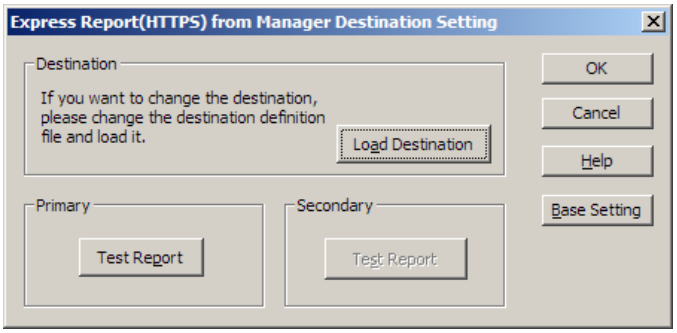


[ID Setting] window is displayed.

9. Click [Address…].

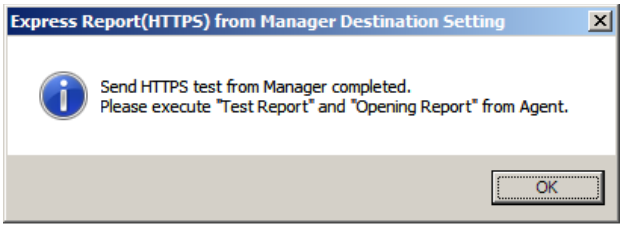
[Express Report (HTTPS) from Manager Destination setting] window is displayed.

10. Store the destination definition file in place and click [Load Destination].



11. Click Primary [Test Report].

When the report is successfully sent, the following message is displayed.


Express Report(HTTPS) from Manager Destination Setting
Send HTTPS test from Manager completed.
Please execute "Test Report" and "Opening Report" from Agent.
OK

12. Click [OK].

When Secondary [Test Report] is specified, execute a Test Report of it as well.

13. Go back to [Express Report (HTTPS) from Manager Destination setting] window

With that, the configuration of Express Report (HTTPS)(forwarding Manager) at Manager side is completed. Subsequently, configure Agent side for Express Report (HTTPS)(forwarding Manager).

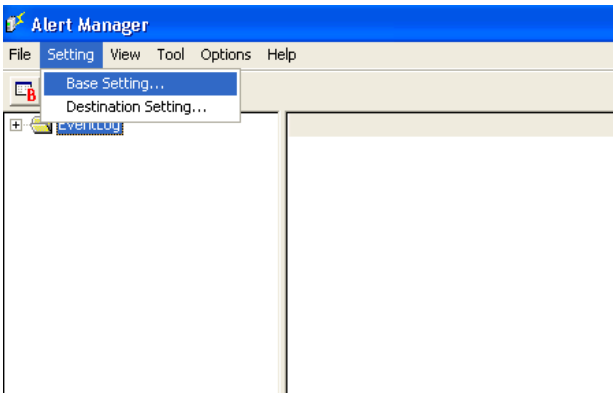
♦ Agent Side

This section describes the setting procedure of Express Report (HTTPS)(forwarding Manager) at NEC ESMPRO Agent or NEC ESMPRO ServerAgentService side.

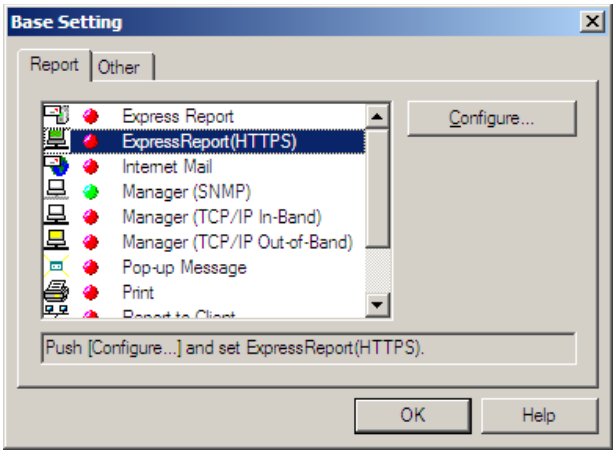
1. Click [Start] menu - [Report Settings].

   [Alert Manager] setting tool starts.

2. Click [Setting] - [Base Setting].

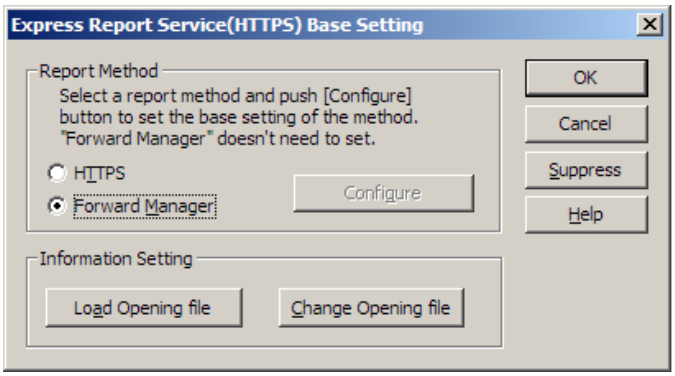


3. Select [Express Report (HTTPS)] and click [Configure...].



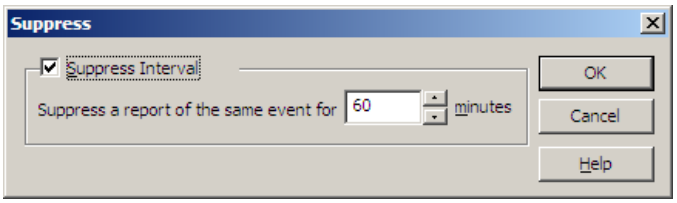
   [Express Report Service (HTTPS) base setting] window is displayed.

4. Select [Forward Manager].



5. When you suppress reports, click [Report Suppress].

   [Report Suppress] window is displayed. To suppress the report, specify the suppress interval (minutes). The rated values are the followings: [Suppress Interval: checked, Suppress a report of same event for 60 minutes]. Do not modify them except for any necessary reason.

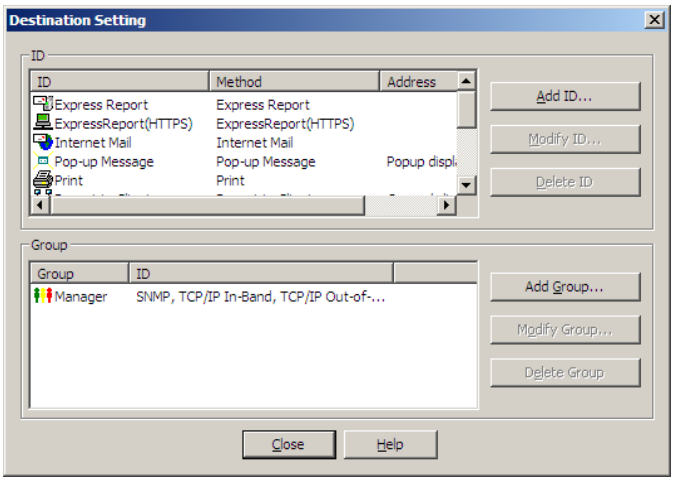


6. When configured the setting, click [OK].

7. Report Suppress are finished, click [OK] and close [Express Report Service (HTTPS) base setting] window.

8. Go back to [Alert Manager] Report Setting Tool, and click [Setting] menu - [Destination Setting…].

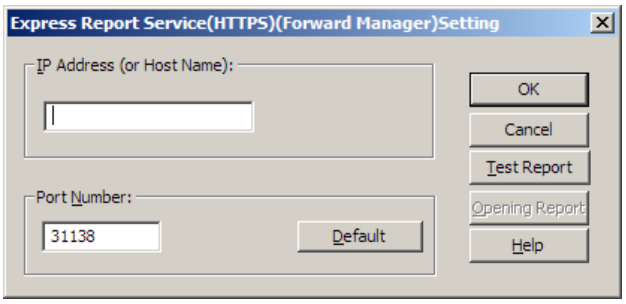
9. Select [Express Report Service (HTTPS)] from ID list and click [Modify ID…].



[ID Setting] window is displayed

10. Click [Address…].

[Express Report Service (HTTPS)(Forward Manager) Setting] window is displayed.



11. Specify IP Address/host name of NEC ESMPRO Manager that reports go through.

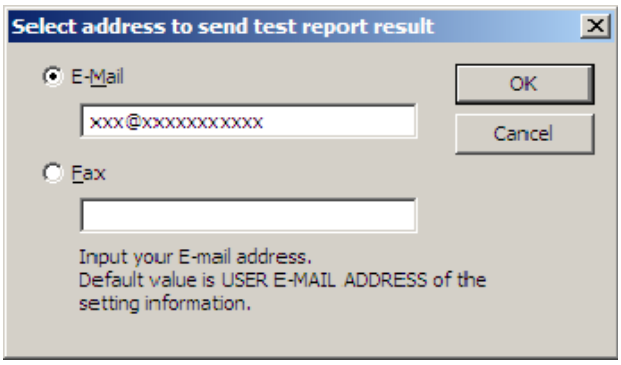
In IP Address (or Host Name) column, type for example: 255.255.255.255.

12. Specify the port number used for the connection to NEC ESMPRO Manager.

Default value is set to 31138. Do not modify the default except for any necessary reason. If you modify the value, specify the same port number on NEC ESMPRO Manager as well.

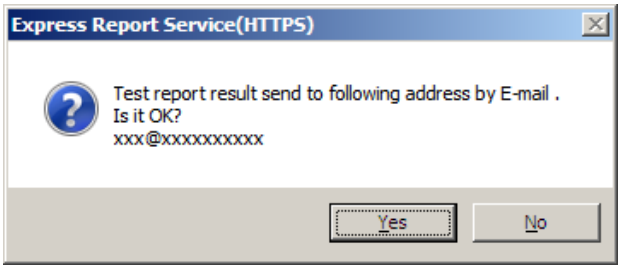
13. Click [Test Report].

[Select address to send Test Report result] window is displayed.

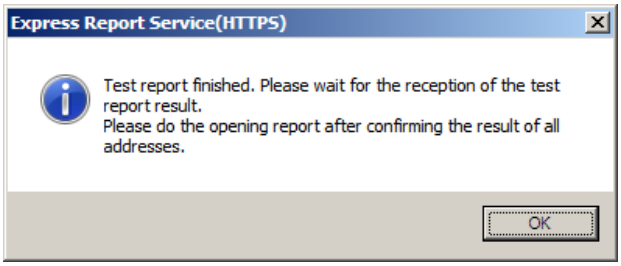


14. When the address of destination is correct, click [Yes] to execute Test Report.

When the address is wrong, click [No] to return to [Select address to send Test Report result] window.



When the report is successfully sent, the following message is displayed.


Express Report Service(HTTPS)
Test report finished. Please wait for the reception of the test report result.
Please do the opening report after confirming the result of all addresses.
OK

15. Click [OK].

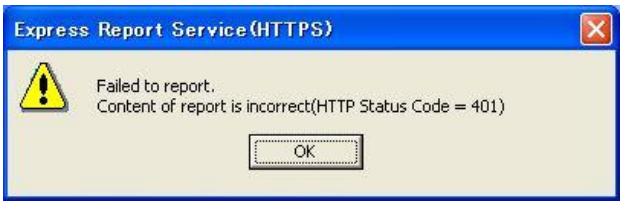
When Secondary [Test Report] is specified, execute a Test Report of it as well. When Secondary [Test Report] is not specified or Test Report is finished, execute Opening report.

16. Click [Opening report] and do Opening report.

When any syntax error exists in Log-gathering setting file or Configuration information file, an error message is displayed. Click [OK] to ignore the error message and execute Opening report. To return to [Destination Setting] window, click [Cancel].

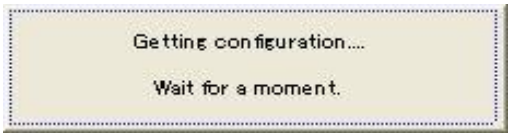
17. The result of Opening report is displayed.

When failed to execute Opening report, an error message is displayed. If the secondary destination of report is specified, the prompt for Opening report to secondary destination is issued.



ExpressReportService(HTTPS)
The report to first address is failed.
Do you sent the report to the second address?
If sent, it will to report about 60 seconds later.
Yes
No

When the Opening report is finished, the following message is displayed. When Configuration information file exists, the report of the configuration information is issued subsequently to Opening report. Several minutes are required for gathering and reporting the configuration information. After reporting the configuration information, the result is displayed.

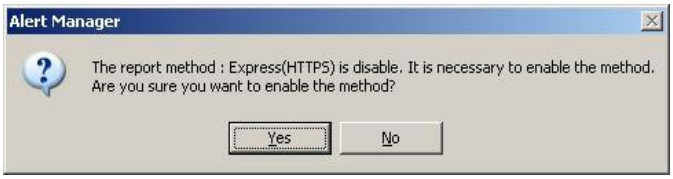


18. Click [OK].

* When Opening report is executed, first sent to Primary destination. When the report is successfully sent to Primary destination, considered as success. So the report to secondary destination is not executed.
* When you report the configuration information directly, you need to execute Opening report. When Opening report is issued, the configuration information (HeartBeat Report) is inevitably reported.

19. Go back to [Destination Setting] window.

Click [OK] on [Destination Setting] window. When the report method [Express Report Service (HTTPS)] is valid, [Destination Setting] window is deleted. When the report method [Express Report Service (HTTPS)] is invalid, confirmation window is displayed.

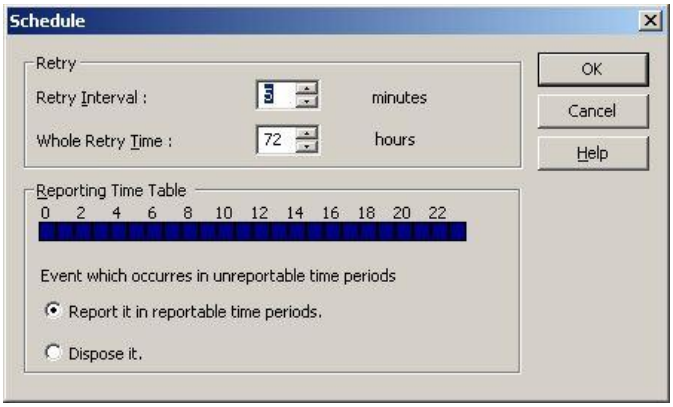

Alert Manager
The report method : Express(HTTPS) is disable. It is necessary to enable the method.
Are you sure you want to enable the method?
Yes
No

20. When the current Base setting and Destination ID Setting are both appropriate, click [Yes] (recommended).

If further configuration is necessary, click [No]. If you click [No], after finishing configuration, select [Base Setting]. Display [Report] property, then activate (change the color to green) the bitmap switches (valid/invalid) of [Express Report Service (HTTPS)] in Report method list.

21. Click [Schedule] and display [Schedule] window.

Specify ″Retry setting (Interval, Expiration Time) ″ and ″Reporting Time Table ″. Default value is set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. Do not modify the default except for any necessary reason. When the specification is done, click [OK]



Go back to [Alert Manager] Report Setting Tool. Expand the event log tree on the left side of the window. Right-click an arbitrary event ID, which the destination of [Express Report Service (HTTPS)] is specified, (e.g. source name: aic78xx, event ID: 5), Menu is displayed. Execute [Test Report] from Menu and confirm that the report is issued as defined in HTTPS report definition file.

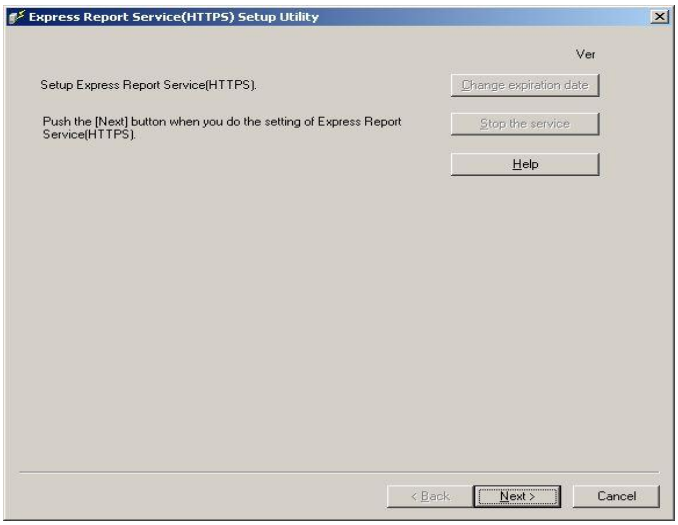
Now the configuration is finished. Select [File] menu - [Finish] to close [Alert Manager] Report Setting Tool.

4. To Stop Express Report Service (HTTPS)

When Express Report Service (HTTPS) is started, it permits you to click [Stop the service…] A failure of [Stop the service...] after expiration of a contract poses a billing problem. That is because if you do not execute [Stop the service...], the Reports remain to be sent. To avoid this problem, stop the service immediately if you do not renew the contract.

To stop Express Report Service (HTTPS), click [Stop the service…]. After this process, Alert notification is not provided.
When Express Report Service (HTTPS) is stopped, in the bottom left corner of the window, a message is displayed, which says that Express Report Service is terminated. At the same time, this allows to click [Change expiration date…].

Expiration date of the service: Express Report Service finished.
To restart the service, click [Change expiration date…] and enter License Key. License Key is provided upon renewal of the contract.



3 Uninstallation

This chapter explains uninstallation of Express Report Service (HTTPS).

1. **Uninstallation**

Describes about uninstallation procedure of Express Report Service (HTTPS).

I. Uninstallation

This section describes the procedure of uninstallation of Express Report Service (HTTPS).

Start uninstallation after the system starts completely.

If uninstallation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.

2. Insert EXPRESSBUILDER into the Optical disk drive.

   EXPRESSBUILDER Autorun Menu is automatically displayed by Autorun function.

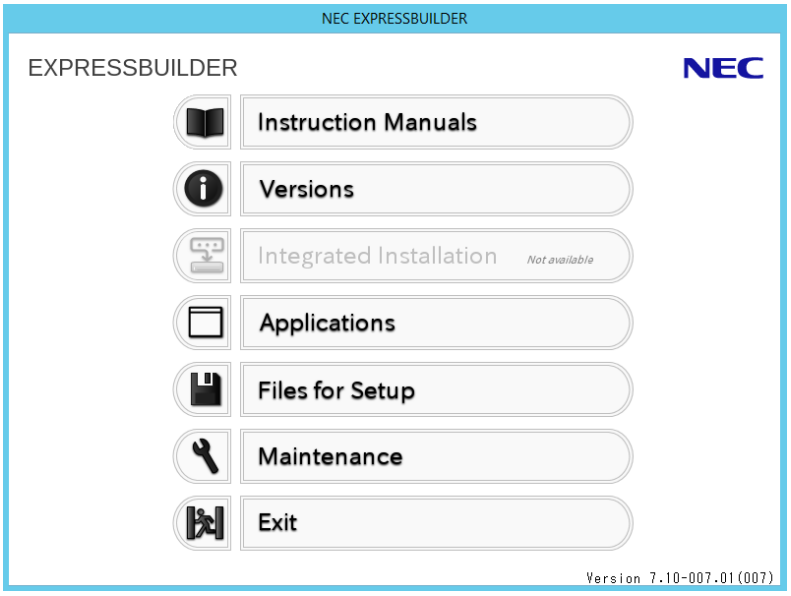
Tips

- If Autorun Menu does not launch, double-click ¥autorun¥dispatcher_x64.exe from EXPRESSBUILDER.(32bit : dispatcher.exe)
- On ServerCore environment, following the instructions in the "EXPRESSBUILDER Command Line Interface User's Guide", start the setup program. Name that support will be less.

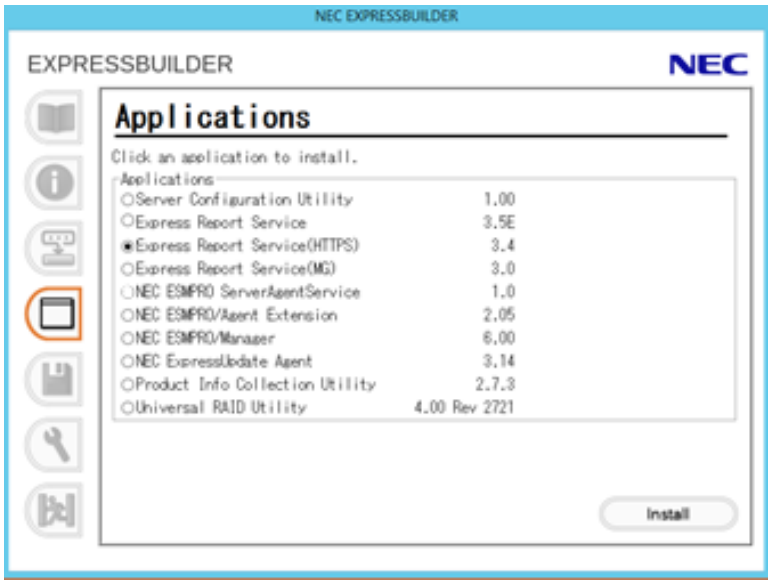
  "/modules/ESMPRO_AMHTTPS"

  After you start the setup program, follow the instructions in step 5 or later.

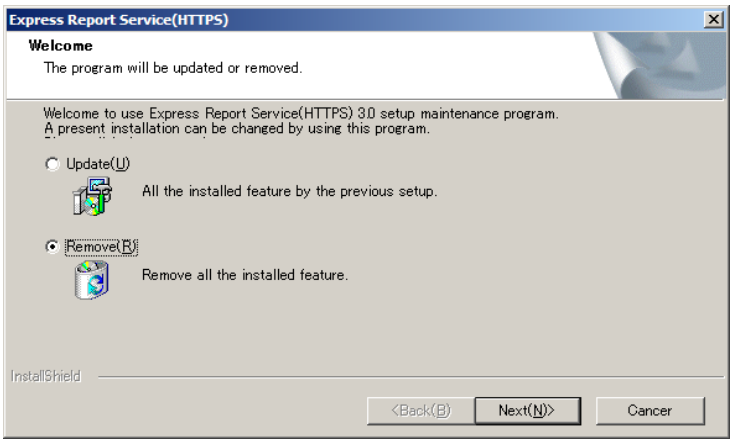
3. Click [Applications].



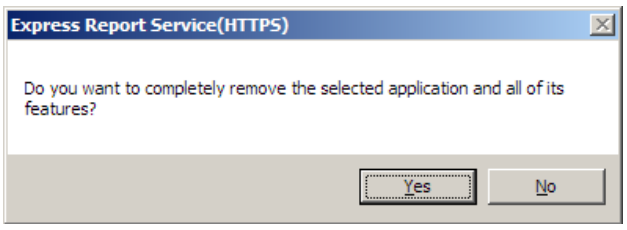
4. Click [Express Report Service (HTTPS)] and then [Install].



5. Choose [Remove] and click the [next].


Express Report Service(HTTPS)
Welcome
The program will be updated or removed.
Welcome to use Express Report Service(HTTPS) 3.0 setup maintenance program.
A present installation can be changed by using this program.
Update(U)
All the installed feature by the previous setup.
Remove(R)
Remove all the installed feature.
InstallShield
<Back(B)
Next(N)>
Cancer

6. Click [Yes] and it continues deletion.



7. When the following window, informing completion of deletion, is displayed, click [OK] to finish it.

The uninstallation completed. Restart of OS is not required.

Express Report Service (HTTPS)

4

Appendix

1. Definition file

When Express Report Service (HTTPS) is used, the definition file is being explained.

2. Note

Describes about note when using Express Report Service (HTTPS).

Ⅰ. Definition file

♦ Destination definition file (AMHTPADR.INF)

AMHTPADR.INF is a file that defines report destination of HTTPS Report Method.

Before performing "Load Destination",be stored in the specified folder.

%EsmDir%¥AlertMan¥Work¥WebReprt or %ESMPRO%¥AlertMan¥Work¥WebReprt

Tips Without New manually, be stored in a folder under the existing.

Ex：C:¥ESM¥AlertMan¥Work¥WebReprt

C:¥Program Files¥ESMPRO¥AlertMan¥Work¥WebReprt

The contents of a setting are as follows.

[URL1] Section name.

URL=Indicate a primary report place with the alphanumeric character of less than 500 characters, and a sign. Be sure to indicate.

[URL2] Section name. A statement is unnecessary when not setting up.

URL=Indicate. secondary report place. A statement is unnecessary when not setting up.

The following is an example of a setup.

Indicate the destination with the alphanumeric character of less than 500 characters, and a sign in the part following "URL=."

Ex :

```
[URL1]
  URL=https://13.13.13.133/Scripts/trsRecvAlert.cgi
[URL2]
  URL=https://13.13.13.155:8443/cgi-bin/trsRecvAlert.cgi
```

♦ HTTPS report definition file; Log-gathering/Log report function

Concerning log information reported in conjunction with failure information, specify it in accordance with the following conditions.

<Path: %EsmDir%¥AlertMan¥Work¥WebReprt>
<File name: AMHTPLOG>

[Configuration]
- TimeOut=xxxx *Specifies a time out period (sec).
- MaxSize=0 *Specifies an attachable maximal log size (KB). When ″0 ″ is specified, unlimitedly possible.

[DefaultTools]
- Command=″c:¥xxx¥xxx¥xxx.bat″ *Used for events in which a command is undefined.
- LogFile=″:¥xxx¥xx¥xxx.log″ *Log file name or folder.
- Directory=″c:¥xxx¥xxx″ *Directory where the command is executed.

[NoneTrouble] *Specifies sources of exempt command execution/event ID.
- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- SourceName02=xxxxxxx
- EventID02=xxxxx,xxxxxx,xxxxx

[Tool001] *Specifies sources/event ID for command execution.
- SourceName01=xxxxxxx *Command is registerable from ″Tool001 to Tool999″.
- EventID01=xxxxx,xxxxxx,xxxxx
- Command=″c:¥xxx¥xxx¥xxx.bat″
- LogFile=″c:¥xxx¥xxx¥xxx.log
- Directory=″c:¥xxx¥xxx″

[Tool002]
- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- Command=″c:¥xxx¥xxx¥xxx.bat″
- LogFile=″c:¥xxx¥xxx¥xxx.log
- Directory=″c:¥xxx¥xxx″

1. In [Configuration] section, specify parameters.
   - In ″Timeout ″, specify number of seconds to stop collecting failure information.
   - In ″MaxSize ″, specify maximal size of collecting failure information log (count by KB).
   - In the case of 0 “Timeout”,”MaxSize is unlimited.

2. In [DefaultTools] section, specify log information for the case of not specifying individual log commands.
   - In ″Command ″, specify the absolute path of log command.
   - In ″Directory ″, specify the absolute path where the log-gathering command is executed.
   - In ″LogFile ″, specify the absolute path. When a folder is specified, the files under it (includes subfolders) are collected.

3. In [NoneTrouble] section, specify events that are not the targets for log-gathering.
   - Specify the events as ″SourceNameXX ″, ″EventIDXX ″ (″XX ″ is any of the sequence number from ″01 to 99 ″).
   - In ″SourceNameXX ″ specify the source name of the target. When ″* ″ is given, all source name are specified.
   - In ″EventIDXX ″, specify target event ID.
   - Specify the event ID, all 32 bytes events, in hexadecimal beginning with ″0x ″. Multiple event IDs can be given, separated by ″, ″. When ″* ″ is given, all event IDs are specified.

4. In [ToolYYY] section (YYY is any of the sequence number from ″001 to 999″), specify individual log command.
   - In ″Command ″, specify the absolute path of log command.
   - In ″Directory ″, specify the absolute path where the log-gathering command is executed.
   - In ″LogFile″, specify the absolute path. When a folder is specified, the all files under it (includes subfolders) are collected.
   - Specify the events as ″SourceNameXX ″, ″EventIDXX ″ (″XX ″ is any of the sequence number from ″01 to 99 ″).
   - In ″SourceNameXX ″, specify the source name of the target. When ″* ″ is given, all source name are specified.
   - In ″EventIDXX ″, specify the target event ID. Specify the event ID, all 32 bytes events, in hexadecimal beginning with ″0x ″. Multiple event IDs can be given, separated by ″, ″. When ″* ″ is specified, all event IDs are specified.

     * Concerning the event that corresponds with multiple [ToolYYY], all collecting commands are executed. In this case, Timeout is applied to the session until after all command execution is completed. Each collection command is not applicable.

     * When no command is written in [DefaultTools] section, log-gathering is executed concerning only the event defined in [ToolYYY].

     * Concerning the events written in [ToolYYY] section, log-gathering is executed even if ″* ″ is defined in [NoneTrouble] section.

♦ Configuration information file; Configuration information report function

To detect failure in advance, this function permits you to gather and report regularly the server Configuration information and any of various logs.

Sending information is gathered in accordance with the following conditions.

<Path: %EsmDir%¥AlertMan¥Work¥WebReprt>

<File name: AMHTPHBI>

[Configuration]

- TimeOut=xxxx *Specifies a time out period (sec).
- MaxSize=0 *Specifies an attachable maximal log size (KB). When ″0 ″ is specified, unlimitedly possible.

[Tools]

- Command=″c:¥xxx¥xxx¥xxx.bat″ *When ″″ (blank) is given, the tool does not operate.
- LogFile=″c:¥xxx¥xxx¥xxx.log″
- Directory=″c:¥xxx¥xxx″

[Schedule]

- ScheduleType=every month *Specify ″every month ″ or ″every week ″.
- ScheduleDay=xx
- ScheduleTime=xx:xx

1. In [Configuration] section, specify parameters.
   - In ″Timeout ″, specify number of seconds to stop collecting failure information.
   - In ″MaxSize ″, specify maximal size of collecting failure information log (count by KB).
   - In the case of 0 “Timeout”,”MaxSize is unlimited.

2. In [DefaultTools] section, specify log information for the case of not specifying individual log commands.
   - In ″Command ″, specify the absolute path of log command.
   - In ″Directory ″, specify the absolute path where the log-gathering command is executed.
   - In ″LogFile ″, specify the absolute path. When a folder is specified, the files under it (includes subfolders) are collected.

3. In [Schedule] section, specify the timing of gathering information.
   - In ScheduleType, when ″every month″ is given, the information is gathered every month on the day given in ″ScheduleDay″ in ″ScheduleDay″, specify the date from ″1 to 31″.
   - In ″ScheduleType″, when ″every week″ is given, the information is gathered every week on the day given in ″ScheduleDay″. In ″ScheduleDay″, specify ″0 (Sunday) to 6 (Saturday)″.
   - In ″ScheduleTime″, specify the time of gathering information. In ″ZZ:WW″, specify ″0 to 23″ in ZZ, ″0 to 59″ in WW, respectively.

2. Notes

♦ Uninstalling NEC ESMPRO Agent or NEC ESMPRO ServerAgentService

Express Report Service (HTTPS) must be uninstalled prior to uninstalling of NEC ESMPRO Agent or NEC ESMPRO ServerAgentService.

♦ Simultaneous utilization of Express Report Service (HTTPS) and Express Report Service

Express Report Service (HTTPS) and Express Report Service cannot be used simultaneously. To use the service, either of the two means of method, Express Report Service or Express Report Service (HTTPS), must be disabled on [Base Setting] screen in [Alert Manager] Report Setting Tool.

♦ Reporting compressed files of gathered log/configuration information

When reporting compressed files of gathered log and gathered configuration information, empty folders are not included. In addition, when the file of log-gathering target does not exist, compressed file is sent without a file.

♦ Temporary disc usage

When log-gathering or sending report of the configuration information, disc is temporally used. Free drive space on the OS, containing %TEMP% folder, must be more than twice as large as the log file size of gathered log.

♦ Specifying command: log-gathering/gathering configuration information

When you configure commands on log-gathering/gathering configuration information, do not put in a redirect configuration in the commands. If necessary, create a batch file and put in a redirect configuration in it.

♦ Port number list

In addition, following ports are used:

- 31138 When used the Report Service (forwarding Manager).

Usage of security software with firewall functions may block reports of Express Report Service. The f ollowings are the programs that Express Report Service uses when sending Alerts. Therefore, make sure to exclude them from block target of security software.

- AMSADM.EXE
- AMVMAIN.EXE
- AMMHTTP.EXE

*AMMHTTP.EXE is a program used by NEC ESMPRO Manager side.

♦Cluster configuration

For a cluster configuration, you cannot start the Alert Manager setting screen in [standby]. Start the Alert Manager setting screen after switching to "Active".

♦ Display of Report Settings

When installed on the same machine NEC ESMPRO Manager and NEC ESMPRO ServerAgentService, [Report Settings] will be displayed only to the [Start] menu on NEC ESMPRO Manager.

NEC Express Server

Express Report Service / Express Report Service (HTTPS) Installation Guide (Windows)

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